



*Creating Solutions,*

*one person at a time.*

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***Provider Satisfaction Survey  
Analysis and Report***

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**Prepared by the UNC Charlotte Urban Institute**

**July 2010**

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## Executive Summary

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PBH is a public authority organization responsible for managing a system of care to individuals within Cabarrus, Davidson, Rowan, Stanly and Union counties. PBH's role is to direct services to consumers and their families in need of mental health, developmental disability, and substance abuse care through a network of Provider Agencies and Licensed Practitioners. PBH is also responsible for managing financial resources, utilization, feasibility, and treatment authorizations.

As part of an annual quality control measurement, PBH conducts a survey of Network Providers to determine their overall satisfaction with the organization. The UNC Charlotte's Urban Institute was contracted to administer a web-based survey designed by PBH, collect completed surveys, as well as analyze survey and report the findings.

Out of 227 total providers applicable to participate in the PBH survey, 93 surveys were completed, giving a response rate of 41 percent. Of those who responded, 3 percent reported providing community services only; 34 percent reported providing outpatient services only; 12 percent reported providing residential services only; 2 percent reported providing inpatient only; 1 percent provided ICF only; 6 percent provided Innovation Services only; and 42 percent of the respondents provided multiple services (see Figure 1). Furthermore, 62 percent of providers reported servicing more than one priority population and 39 percent reported servicing in more than one county.

The survey questionnaire was divided by department with the exception of the last group of questions which were directed towards the overall services and all were given a Likert scale response. Those responses were further sub-grouped into strongly agree/agree and strongly disagree/disagree for the analysis. If the question did not apply to the respondent, the response was treated as missing data and was omitted from the analysis whenever appropriate.

Responses to the questionnaire mostly favored strongly agree/agree for each of the statements. In fact, at least three-quarters of respondents expressed some level of agreement to all but two of the questions including being extremely satisfied/satisfied with their interactions with PBH (92%). This year the four statements that elicited the highest positive responses include:

- 1) "PBH Staff treats my agency and staff with courtesy and respect," (96%),
- 2) "PBH's Cultural Competency initiative has provided valuable training to help providers and their services become more culturally competent," (95%),
- 3) "QM trainings are informative and meet our needs as a provider/agency," (93%), and
- 4) "Technical assistance and information provided is accurate and helpful," (92%).

The four statements that elicited the lowest positive responses include:

- 1) "Compared to other LMEs, I am more satisfied with PBH," (51%),
- 2) "I am satisfied with the appeals process for denial, reduction, or suspension of service authorizations," (73%),
- 3) "PBH Access refers consumers whose clinical needs match the service(s) my practice/agency provides," (77%), and
- 4) "PBH Access staff responds quickly to provider needs," (78%).

Respondents were given the option of making additional comments and 26 network providers choose to do so. These comments were recorded and grouped into three categories: positive (8), negative (10), and mixed (8). A list of all comments is found in Appendix A.

**Table 1: 2010 PBH Provider Satisfaction Survey**

<b>Areas of Satisfaction</b>	<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>
<b>Access</b>		
PBH Access staff is easily accessible for information, referrals, and scheduling of appointments.	89%	11%
PBH Access refers consumers whose clinical needs match the service(s) my practice/agency provides.	77%	23%
PBH Access staff responds quickly to provider needs.	78%	23%
<b>Community Relations</b>		
PBH Community Relations Department works well with local community stakeholders.	91%	10%
PBH's Cultural Competency initiative has provided valuable training to help providers and their services become more culturally competent.	95%	5%
<b>Finance/Claims Processing</b>		
When I speak with staff about claims issues I am given consistent and accurate information.	89%	10%
Claims trainings meet my needs.	86%	13%
My/Our claims are processed in a timely and accurate manner.	87%	14%
PBH's Remittance Advice provides the necessary information in a useful, easily understood format.	79%	21%
<b>IS Department</b>		
IS trainings are informative and meet my needs.	91%	9%
Technical assistance and information provided is accurate and helpful.	92%	9%
<b>Network Management and Provider Relations</b>		
Monthly Provider Network meetings are informative and helpful.	89%	12%
Network Department keeps providers informed of changes that affect the Provider Network.	91%	9%
Network staff is knowledgeable and answer questions consistently and accurately.	82%	18%

**Table 1: 2010 PBH Provider Satisfaction Survey**

<b>Areas of Satisfaction</b>	<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>
<b>Quality Management</b>		
QM staff conducts fair and thorough investigations.	89%	10%
Technical assistance provided by QM staff is informative and helpful.	90%	10%
QM trainings are informative and meet our needs as a provider/agency.	93%	7%
QM staff requests for corrective action plans are fair and reasonable.	87%	12%

<b>Utilization Management</b>		
Authorization for treatment and services are made within the required timeframes.	86%	15%
Denials for treatment and services are explained.	82%	18%
The authorizations issued are accurate (correct date, consumer and service).	88%	12%
I am satisfied with the appeals process for denial, reduction, or suspension of service authorizations.	73%	28%

<b>General Statements</b>		
PBH does business in an ethical manner with integrity.	88%	12%
PBH personnel are qualified and competent in the performance of their jobs.	91%	9%
PBH staff treats my agency and staff with courtesy and respect.	96%	4%
PBH encourages and facilitates good consumer care.	86%	15%
Do you contract with other LMEs?	Yes 76%	No 24%
Compared to other LMEs, I am more satisfied with PBH.	51%	50%
PBH Website is helpful and easy to navigate.	79%	21%
In comparison with other payment sources, my experience with PBH has been positive.	86%	15%
My/Our interests as a PBH Network Provider are being adequately represented in the Network Council.	87%	13%

<b>Overall Satisfaction</b>	<b>Extremely Satisfied/ Satisfied</b>	<b>Extremely Dissatisfied/ Dissatisfied</b>
Please rate your overall satisfaction in regard to your interactions with PBH.	92%	8%

## Introduction

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### Background

PBH is a public authority organization established in 1974, which is a political subdivision of the state of North Carolina, established under General Statute 122C. As a public authority, PBH is managed by a Board of Directors that are appointed by the County Commissions from each of the five counties: Cabarrus, Davidson, Rowan, Stanly, and Union County. The Board is composed of a County Commissioner from each Constituent County, consumer and family representatives, as well as citizens at-large.

PBH is one of approximately 35 such authorities in North Carolina, which are responsible for managing a system of care for people with mental health, developmental disability, and substance abuse service needs.

PBH is responsible for services to the people of Cabarrus, Davidson, Rowan, Stanly, and Union Counties. These counties are located north and east of Charlotte, in a geographic area that is both rural and urban, and which has a rapid population growth. PBH with its population of over 669,000 is the largest multi-county program in North Carolina, and the third largest program in the state.

PBH's role is to manage financial resources and direct services to people in need of mental health, developmental disability and substance abuse care. These services are provided through a network of Provider Agencies and Licensed Practitioners that are located across the five counties and which are under contract with PBH. The goal of PBH is to develop a system that is driven by consumer and family priorities, and which is capable of making continual adjustments to meet the changing needs and choices of our citizens who seek services and supports. The values of Recovery, Self-Determination, Person Centered Planning and Consumer and Family driven services are the foundation of the system that is being re-engineered at PBH, as part of North Carolina's Mental Health System Reform Initiative.

In June 2003, the Secretary of the Division of Health and Human Services, Carmen Hooker Odom, designated PBH as the Demonstration Project for North Carolina. As the state's demonstration, PBH will be fully implementing the principles of reform that were endorsed by the General Assembly in the Mental Health System Reform Legislation of 2001, reflected in North Carolina's state plan Blueprint for Change published in 2002, and that were affirmed by the President's New Freedom Commission Report of July, 2003.

The PBH Demonstration Project will demonstrate how to reengineer the current system in order to develop a local/regional system of care that includes as its core principles, consumer empowerment, best practice implementation, partnerships with Providers, and extensive community collaboration with citizens, advocates, and community agencies. The PBH Demonstration Project will also demonstrate a strategic partnership between PBH and the Department of Health and Human Services, the Division of MH/DD/SA Services, and the Division of Medicaid in bringing to life public policy derived from the System Reform legislation of 2001.<sup>1</sup>

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<sup>1</sup>Description and history of PBH and all departments contained within this report were obtained from [www.pbhcare.org](http://www.pbhcare.org) on May 19, 2008.

## Method

As part of a quality control measurement, a web-based questionnaire was administered to PBH providers in the network to determine their overall satisfaction with PBH services. The UNC Charlotte Urban Institute was contracted to administer, collect, and analyze the survey results. The survey period was from May 26<sup>th</sup> through June 25<sup>th</sup>, 2010. The surveys were distributed through email (4 cycles of emails were used) with an initial invitation to participate in the survey distributed by PBH on May 18<sup>th</sup>, 2010. When all access links to the survey were closed, 93 network providers had completed the survey resulting in a 41 percent response rate.

Since those who chose to respond may not be typical of the entire population, this survey has an inherent risk of non-response bias. For instance, it is possible that those who took the time to complete the survey and submit it had a greater interest in the issues addressed by the survey.

Like all surveys, this web-based survey has a potential for error given that not all network providers participated in the survey. This survey has a potential sampling error of  $\pm 7.8$  percent at the 95 percent confidence level. Assuming this sample was random, one can say with 95 percent confidence that the results have a statistical precision of  $\pm 7.8$  percentage points of what they would be if all network providers had completed the survey. However, as noted above, the survey may be subject to non-response bias and cannot be deemed totally random.

Data from responses were entered, coded, and then analyzed using SPSS software (Statistical Package for the Social Sciences). In the survey analysis, percentages are rounded to the nearest whole number whenever possible. As a result, total percentages may be slightly more or less than 100. Frequencies were calculated for each of the questions and grouped into level of agreement categories. Frequencies for questions containing Likert scales were further sub-grouped into strongly agree/agree, and strongly disagree/disagree. Frequencies for each statement were grouped by the entity type agency and LIP or LIP Groups. The entity type hospital was excluded from this analysis due to a small number (4) of cases. Questions that did not apply to the respondent were treated as missing data and omitted from the analysis. For the purpose of clarity, “Don’t know” or “Does not apply” answers were also omitted from tables and charts.

For listings of the survey response frequencies for each question, including “Does not apply,” please see Appendix B. PBH Network Providers responding to this survey were also given the opportunity of offering additional comments. These responses can be found in Appendix A.

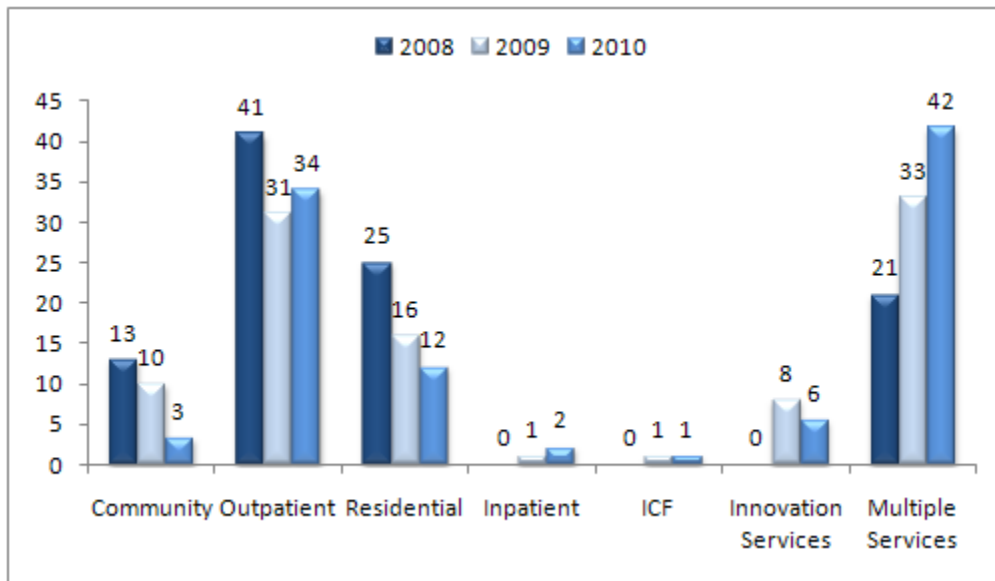
## Provider Descriptions

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### Services Provided

Similar to the last year's PBH Satisfaction Survey, the network service providers who responded to this survey were predominantly outpatient facilities (34%). Residential services represented 12 percent of participants and community services comprised 3 percent of respondents, a decrease of 7 percent from the previous year. This year responses were also received from those providing solely innovation services (6%), only inpatient services (2%) and ICF (1%). An additional 42 percent of those surveyed reported offering more than one category of services to consumers, representing an increase of 9 percent.

**Figure 1: Services Provided**  
(percentage distribution)



### Agency

Among the respondents who selected agency as their entity type, 61 percent provided multiple services, 20 percent provided residential services, 6 percent provided innovation services and 6 percent provided community services. The remaining 8 percent of respondents were grouped under outpatient (6 percent) and ICF (2 percent).

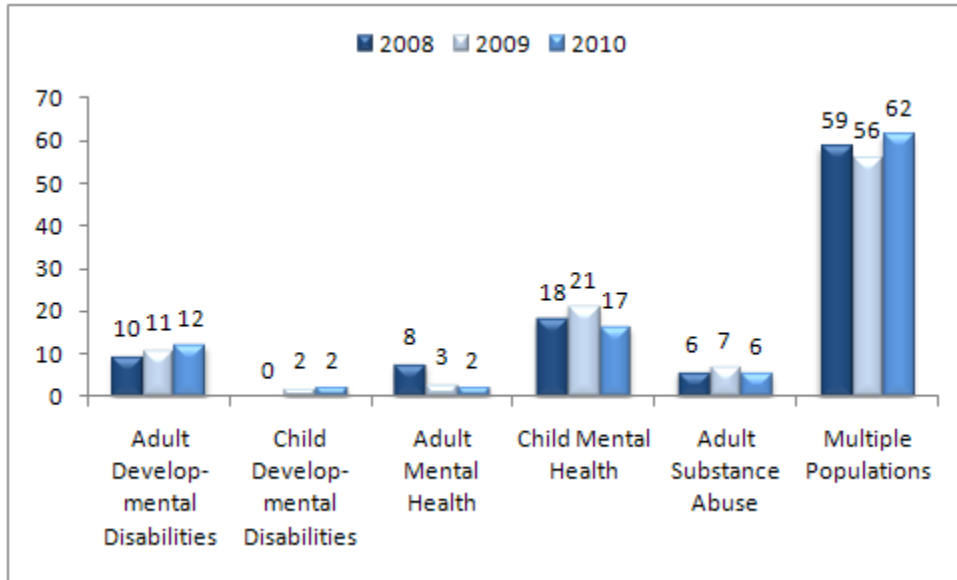
### LIP or LIP Groups

Among the respondents who selected LIP or LIP Group as their entity type, 88 percent provided outpatient services, 6 percent provided innovation services and 6 percent provided multiple services.

## Priority Populations

When asked which population was generally served by the network providers, more than half of survey respondents reported serving more than one specific population (62%). The second highest group of consumers according to survey respondents was children with mental health problems (17%), followed by adults with developmental disabilities (12%). Adults with substance abuse issues were the next group with 6 percent; adults with mental health comprised 2 percent of the priority population followed by children with developmental disabilities (2%).

**Figure 2: Priority Populations**  
(percentage distribution)



### Agency

Among the respondents who selected agency as their entity type, 52 percent selected multiple populations, 17 percent selected child mental health and 20 percent chose adult developmental disabilities when asked which population they generally serve. The remaining 11 percent reported adult substance abuse (9%), adult mental health (2%).

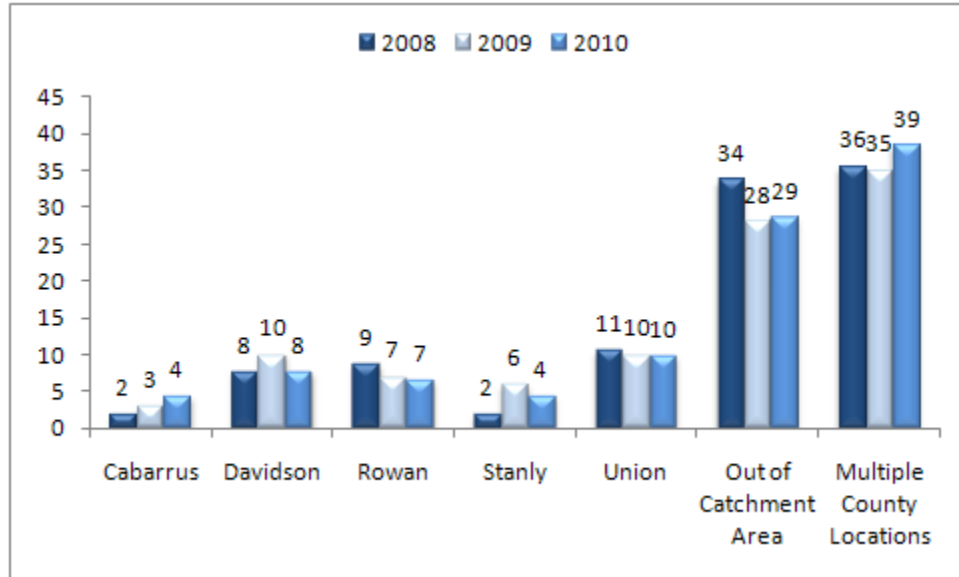
### LIP or LIP Groups

Nearly three-quarters (72%) of respondents who identified their entity type as LIP or LIP Groups reported servicing multiple populations. Nineteen percent selected child mental health, 6 percent selected child developmental disabilities, and the remaining 3 percent of LIP or LIP Groups selected adult mental health.

## Counties Served

Survey results show that 39 percent of network providers serviced multiple counties in the Piedmont region while 29 percent reported providing services outside of the catchment area. Union County (10%) and Davidson County (8%) were the highest single counties served, followed by Rowan County with 7 percent. Four percent of network providers indicated that they solely served Cabarrus County while an additional 4 percent provided services to Stanly County.

**Figure 3: Counties Served**  
(percentage distribution)



### Agency

Among the respondents who chose agency as their entity type, 44 percent serviced multiple counties, 26 percent serviced counties outside of the catchment area and 11 percent served Davidson County. Seven percent of respondents serviced Union County, 6 percent serviced Cabarrus County, 4 percent serviced Rowan County, and 2 percent serviced Stanly County.

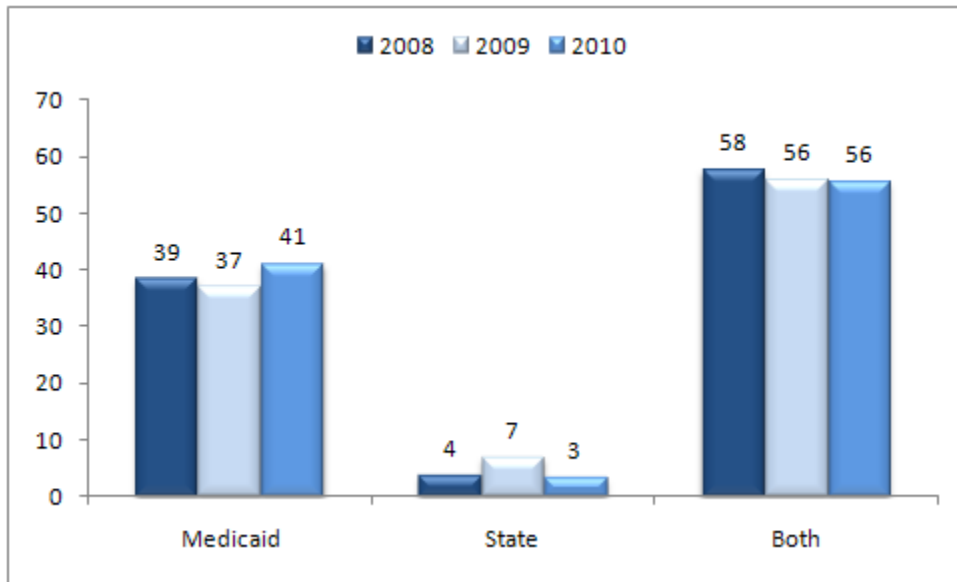
### LIP or LIP Groups

Among the respondents who selected LIP or LIP Groups as their entity type, 34 percent serviced counties outside of the catchment area and 25 percent serviced multiple counties. Sixteen percent of respondents serviced Union County, 13 percent serviced Rowan County, 6 percent serviced Stanly County, and 3 percent serviced Cabarrus and Davidson Counties, respectively.

## Type of Provider

The survey instrument asked respondents to identify their type as a provider: Medicaid provider, State provider, or both. More than half of all responding network service providers identified their organizations as both a Medicaid provider and a State provider (56%). Forty-one percent of respondents reported being a Medicaid provider only while a small number (3%) reported being a State provider only.

**Figure 4: Type of Provider**  
(percentage distribution)



### Agency

Sixty-one percent of respondents identified their agency as both a Medicaid provider and a State provider, while 35 percent selected Medicaid and 4 percent selected State provider.

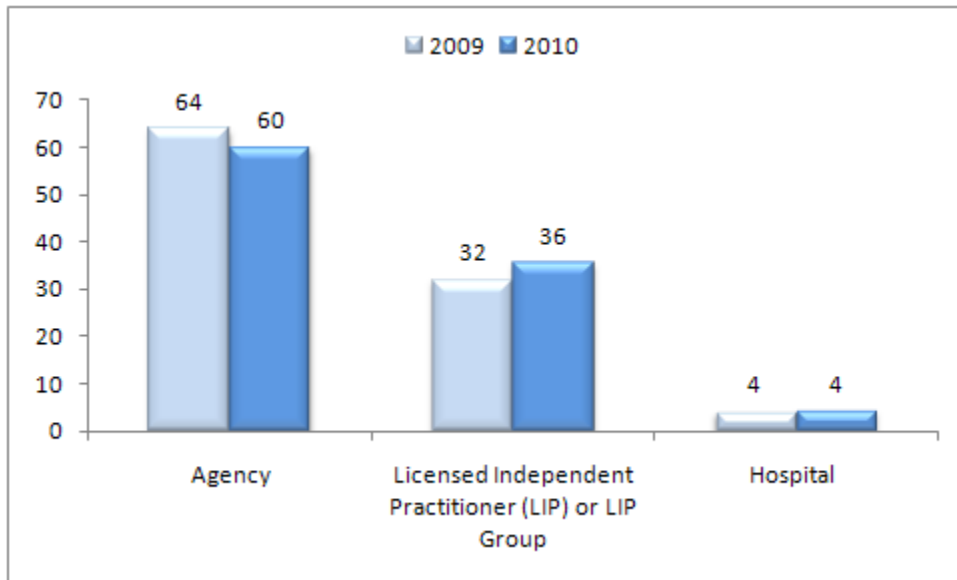
### LIP or LIP Groups

Fifty-five percent of respondents identified their LIP or LIP Groups as a Medicaid provider, while 42 percent indicated both a Medicaid provider and a State provider. Three percent indicated State provider only.

## Entity Type

The questionnaire requested that service providers identify the entity type of their organization. The majority of respondents indicated they were an agency (60%) while 36 percent reported being a licensed independent practitioner (LIP) or an LIP group. Four percent stated that they were a hospital.

**Figure 5: Entity Type**  
(percentage distribution)



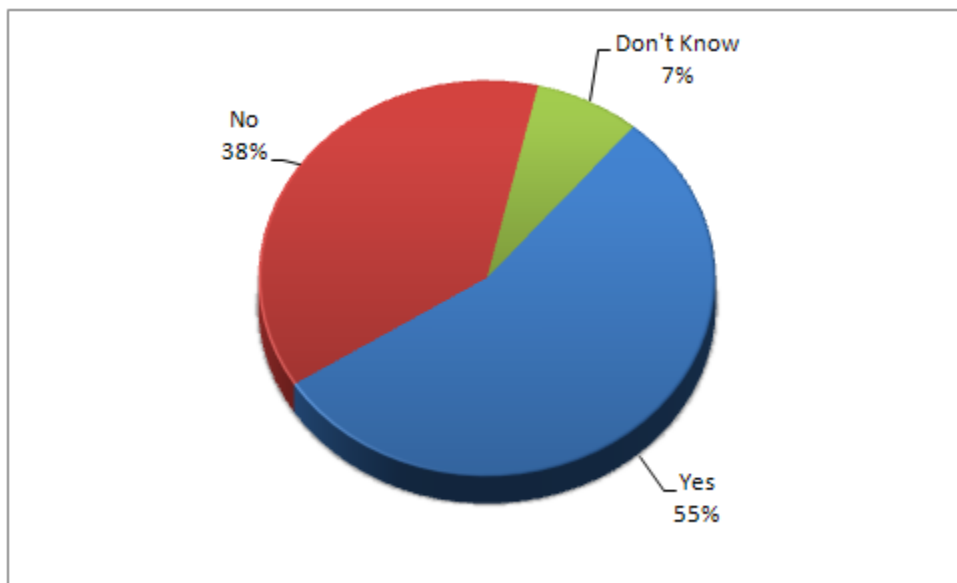
## Access

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The Access staff at PBH is responsible for managing the operation of a 24-hour call-center, which handles both telephonic and face-to-face screening, triage and referral of consumers requesting services. This department also has an outreach team of qualified and licensed professionals that work in the community to assist consumers in accessing the system and responding when telephonic care management is insufficient. This team is also responsible for coordinating emergency/crisis care with providers and communicating information to consumers and providers.

Out of 93 survey respondents, 55 percent (n=51) had contact with the Access Department during the past 12 months. Thirty-eight percent (n=35) had no contact and 7 percent (n=7) did not know if they had contact with the Access Department. For respondents who had contact with the Access Department a series of survey statements were posed with regard to PBH Access staff. Respondents were able to choose from (1) strongly disagree, (2) disagree, (3) agree, or (4) strongly agree. Each statement also had an option of 'does not apply'; however, this response was not included when calculating the percentage distribution for each question.

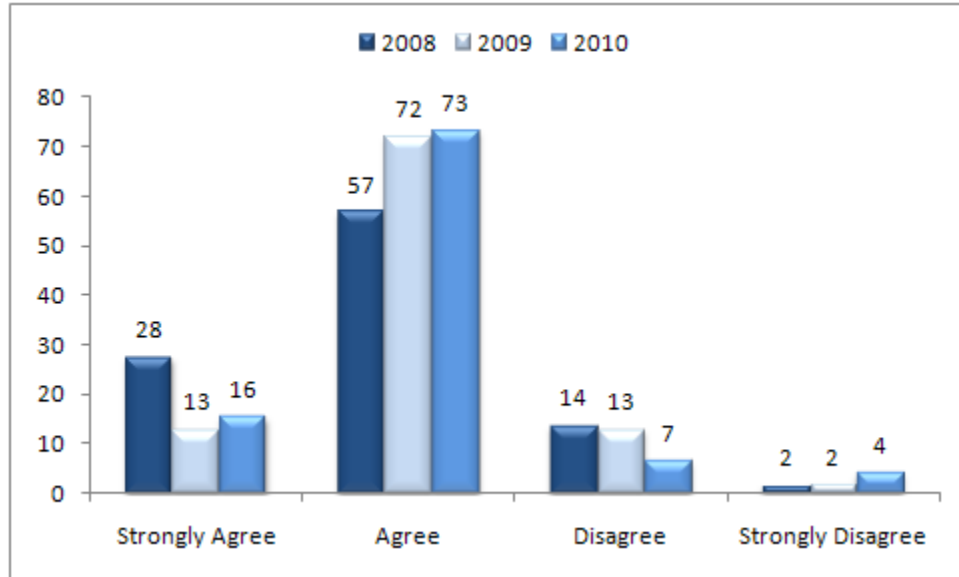
**Figure 6: Have you had contact with the Access Department during the past 12 months**



## Accessibility of PBH Access Staff

As was the case last year, the majority of survey respondents (89%) indicated some level of agreement with the following statement, “PBH Access staff is easily accessible for information, referrals, and scheduling of appointments.” The overall agreement increased 4 percent from the previous year with a 3 percent increase of respondents strongly agreeing with the statement. The remaining respondents either said they disagreed (7%) or strongly disagreed (4%) with this survey statement.

**Figure 7: Accessibility of Access Staff**  
(percentage distribution)



### *Agency*

Nearly ninety percent of survey respondents agreed (72%) or strongly agreed (16%) that PBH Access staff was easily accessible for information, referrals, and scheduling of appointments, among those respondents who selected agency as their entity type. Twelve percent of respondents who selected agency as their entity type either disagreed (4%) or strongly disagreed (8%) with this statement.

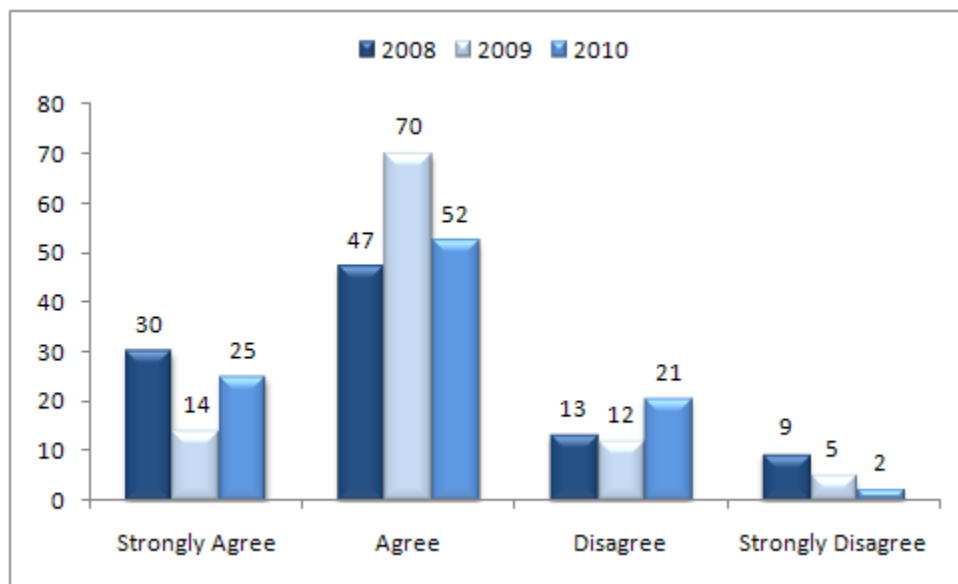
### *LIP or LIP Groups*

Eighty-six percent of survey respondents who selected LIP or LIP Groups agreed that PBH Access Staff is easily accessible for information, referrals, and scheduling of appointments, while 13 percent disagreed with this statement.

## Compatible Referrals

Seventy-seven percent of network providers who responded either agreed or strongly agreed with the statement, “PBH Access refers consumers whose clinical needs match the service(s) my practice/agency provides.” These results reflect an overall seven percentage point decrease in agreement when compared to the previous year’s data. Specifically this year, 25 percent strongly agreed and 52 percent agreed with this statement as opposed to 14 percent and 70 percent respectively, an 11 percent increase of respondents who strongly agreed. Twenty-one percent disagreed and 2 percent strongly disagreed that the referrals they received from PBH Access were compatible with their services.

**Figure 8: Compatible Referrals**  
(percentage distribution)



### *Agency*

Eighty-eight percent of survey respondents that chose agency as their entity type agreed (52%) or strongly agreed (36%) that PBH Access refers consumers whose clinical needs match the service(s) their practice/agency provides. The remaining 12 percent of those surveyed disagreed (8%) or strongly disagreed (4%) with this statement.

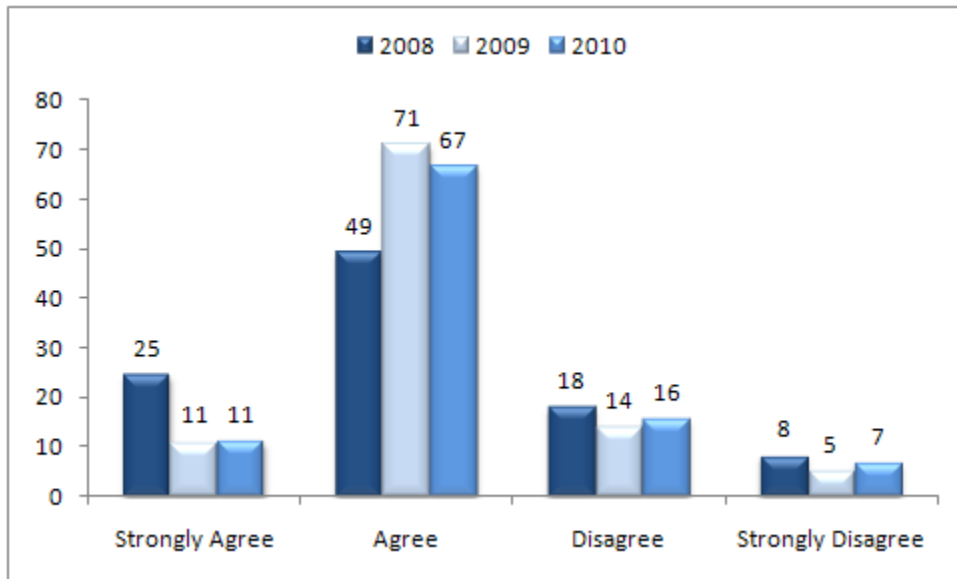
### *LIP or LIP Groups*

Fifty-seven percent of survey respondents that selected LIP or LIP Groups as their entity type agreed (50%) or strongly agreed (7%) that PBH Access refers consumers whose clinical needs match the service(s) their practice/agency provides. Forty-three percent disagreed and no respondents strongly disagreed with this statement.

## Prompt Response to Provider Needs

The last question related to PBH Access staff queried survey respondents as to whether they agreed or disagreed that PBH Access staff responds quickly to their needs. Results this year reveal that 78 percent of all Network Providers participating in this web survey either strongly agreed or agreed with regard to the prompt response by Access staff. This reflects an overall 4 percent decrease from results in 2009. Specifically, 11 percent strongly agreed and 67 percent agreed. Sixteen percent disagreed and 7 percent strongly disagreed with the statement that PBH Access staff responds quickly to provider needs.

**Figure 9: Prompt Response to Provider Needs**  
(percentage distribution)



### *Agency*

Over three quarters (80 percent) of survey participants that selected agency as their entity type agreed (67%) or strongly agreed (13%) that PBH Access staff responds quickly to provider needs, while a 21 percent either disagreed (13%) or strongly disagreed (8%) with this statement.

### *LIP or LIP Groups*

Sixty-nine percent of survey respondents who selected LIP or LIP Groups as their entity type agreed (56%) or strongly agreed (13%) that PBH Access staff responds quickly to provider needs, while 25 percent disagreed and 6 percent strongly disagreed with this statement.

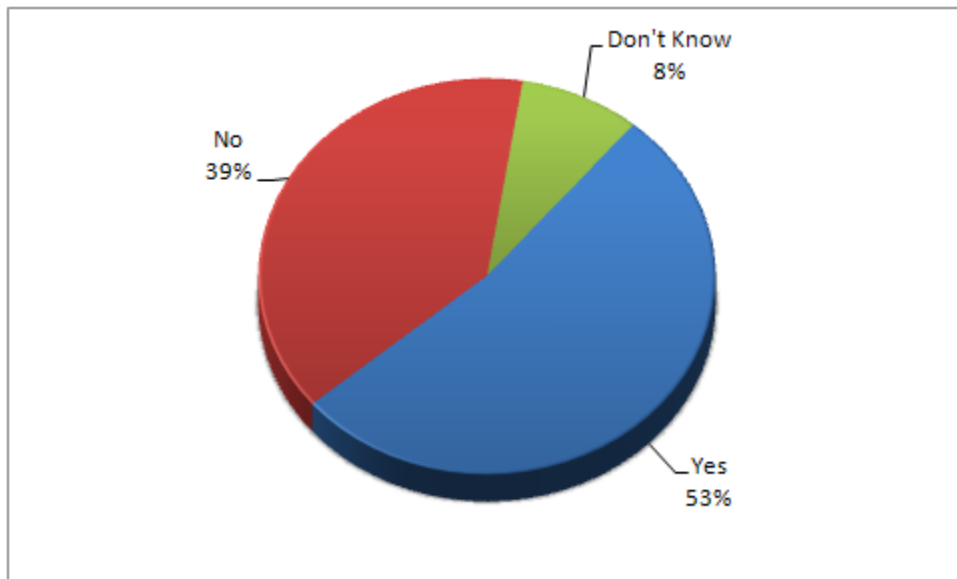
## Community Relations

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One of the primary functions of the Community Relations Department is to represent PBH at public meetings. This department is also responsible for developing and maintaining effective community relationships as well as collaboration with local organizations, public agencies and advocacy groups. Moreover, the department coordinates communication with key stakeholders and provides staff support to the Consumer Family Advisory Committee.

Out of 93 survey respondents, 53 percent (n=49) had contact with the Community Relations Department during the past 12 months. Thirty-nine percent (n=36) had no contact and 8 percent (n=8) did not know if they had contact with the Community Relations Department. Using the same scale as with previous statements i.e., (1) strongly disagree, (2) disagree, (3) agree, and (4) strongly agree, network providers who had contact with the Community Relations Department were asked to rate their level of agreement with two statements pertaining to the activities of the department.

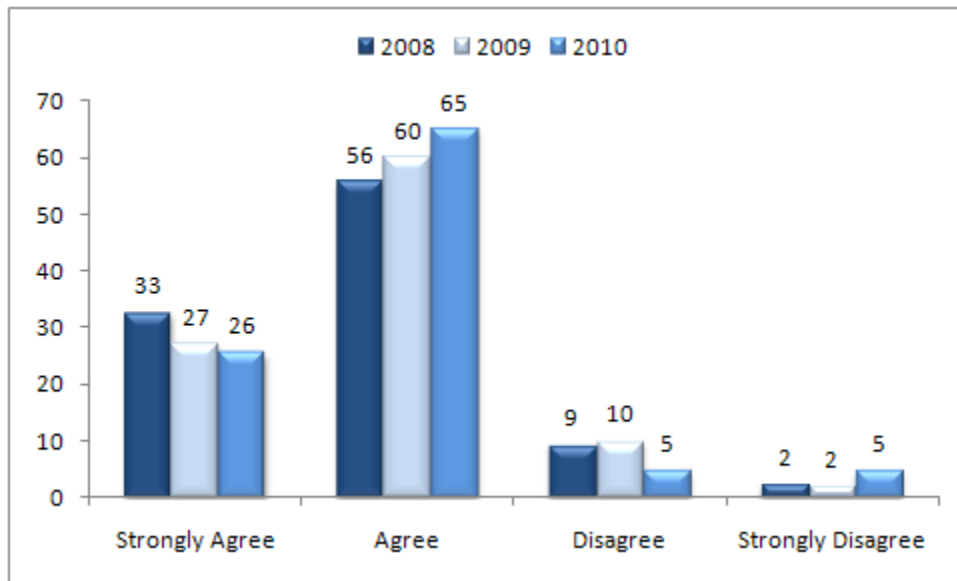
**Figure 10: Have you had contact with the Community Relations Department during the past 12 months**



## Works Well with Local Community Stakeholders

According to survey results, a majority of respondents (91%) agreed with the first statement, “PBH Community Relations Department works well with local community stakeholders.” Just over one-quarter of survey participants strongly agreed (26%), while 65 percent agreed. Ten percent of respondents disagreed and 2 percent strongly disagreed with this survey statement. This year’s results are similar to those of 2008 with regard to Community Relations working well with community stakeholders.

**Figure 11: Works Well with Local Community Stakeholders**  
(percentage distribution)



### *Agency*

Ninety-four percent of survey respondents who selected agency as their entity type either agreed (63%) or strongly agreed (31%) that PBH Community Relations Department works well with local community stakeholders. The remaining 6 percent of respondents disagreed (3%) or strongly disagreed (3%) with this statement.

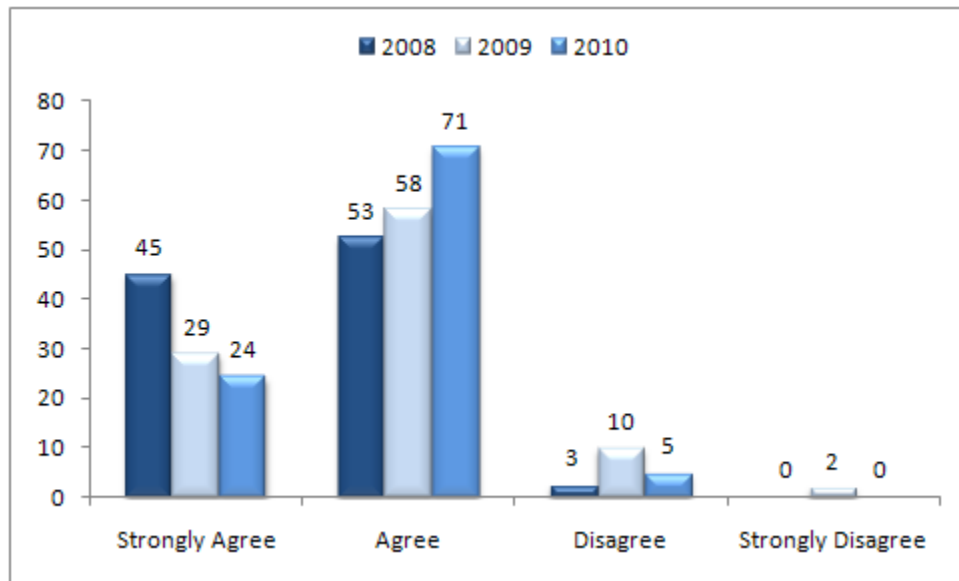
### *LIP or LIP Groups*

Among those respondents who selected LIP or LIP Groups as their entity type, 67 percent agreed and 11 percent strongly agreed that PBH Community Relations Department works well with local community stakeholders, while 11 percent disagreed and 11 percent strongly disagreed with this statement.

## Valuable Training on Cultural Competency

Survey respondents were asked to rate their level of agreement with the following statement, “PBH’s Cultural Competency initiative has provided valuable training to help providers and their services become more culturally competent.” Results this year reveal that 95 percent of network providers indicated some level of agreement with this statement as compared to 87 percent in 2009. This year 24 percent strongly agreed while 71 percent agreed that the training on cultural competency was beneficial. Five percent of survey respondents disagreed with the survey statement and no respondents strongly disagreed.

**Figure 12: Valuable Training on Cultural Competency**  
(percentage distribution)



### *Agency*

Among those persons who selected agency as their entity types, 73 percent agreed and 24 percent strongly agreed that PBH’s Cultural Competency Initiative has provided valuable training to help providers and their services become more culturally competent. Three percent disagreed with this statement.

### *LIP or LIP Groups*

Eighty-five percent of respondents who chose LIP or LIP Groups as their entity type agreed (71%) or strongly agreed (14%) that PBH’s Cultural Competency Initiative has provided valuable training to help providers and their services become more culturally competent. The remaining 14 percent disagreed with this statement.

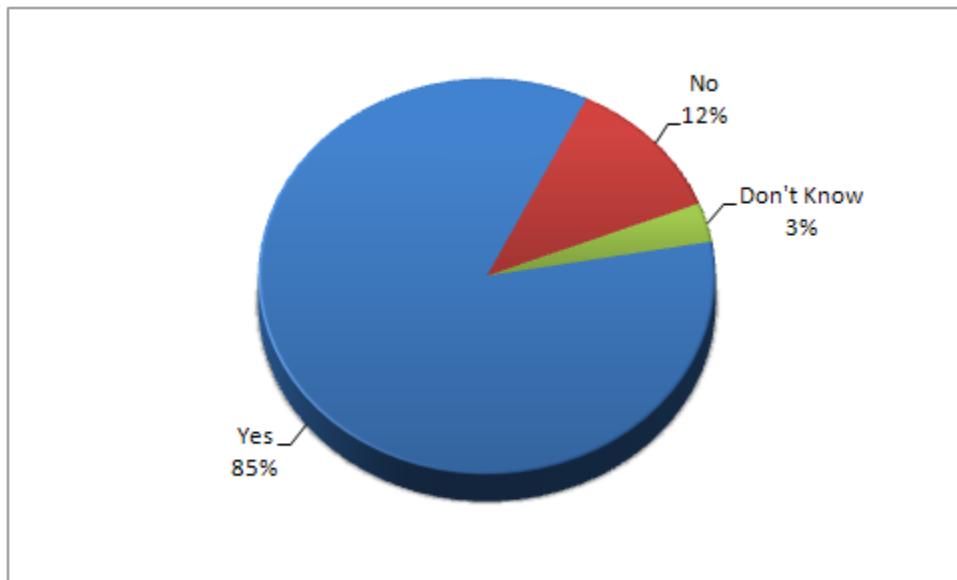
## Finance/Claims

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The Finance Department manages the financial resources of PBH. Its responsibilities include allocation of resources, financial accountability, processing claims and payments, responding to provider billing questions, and all aspects of contracting and authorizations. In addition, the Finance Department supports providers through training and through Customer Service representatives.

Out of 93 survey respondents, 85 percent (n=79) had contact with the Finance/Claims Department during the past 12 months. Twelve percent (n=11) had no contact and 3 percent (n=3) did not know if they had contact with the Finance/Claims Department. Using the same scale as with previous statements i.e., (1) strongly disagree, (2) disagree, (3) agree, and (4) strongly agree, network providers who had contact with the Finance/Claims Department were asked to rate their level of agreement with statements pertaining to the activities of the department.

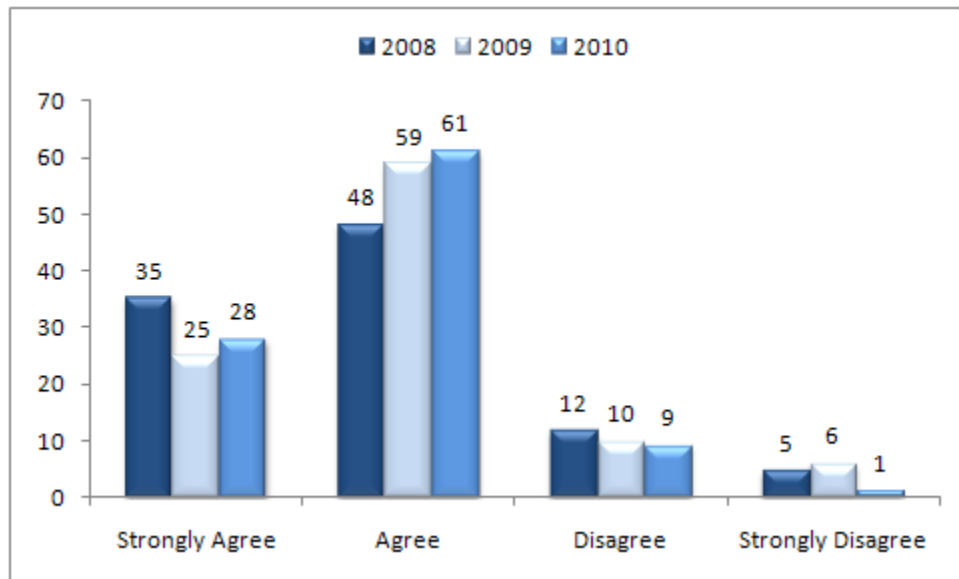
**Figure 13: Have you had contact with the Finance/Claims Department during the past 12 months**



## Consistent and Accurate Information

Survey respondents were asked to indicate their level of agreement with the statement, “When I speak with staff about claims issues I am given consistent and accurate information.” Eighty-nine percent of the respondents reported that they either agreed (61%) or strongly agreed (28%) with this statement, echoing results similar to those from 2009. Nine percent of participants did not agree that they received consistent and accurate information from Finance/Claims staff and 1 percent strongly disagreed.

**Figure 14: Consistent and Accurate Information about Claims Issues**  
(percentage distribution)



### *Agency*

Among those respondents who selected agency as their entity type, 87 percent either agreed (61%) or strongly agreed (26%) that they were given consistent and accurate information when speaking to staff. Fourteen percent either disagreed (12%) or strongly disagreed (2%) with this statement.

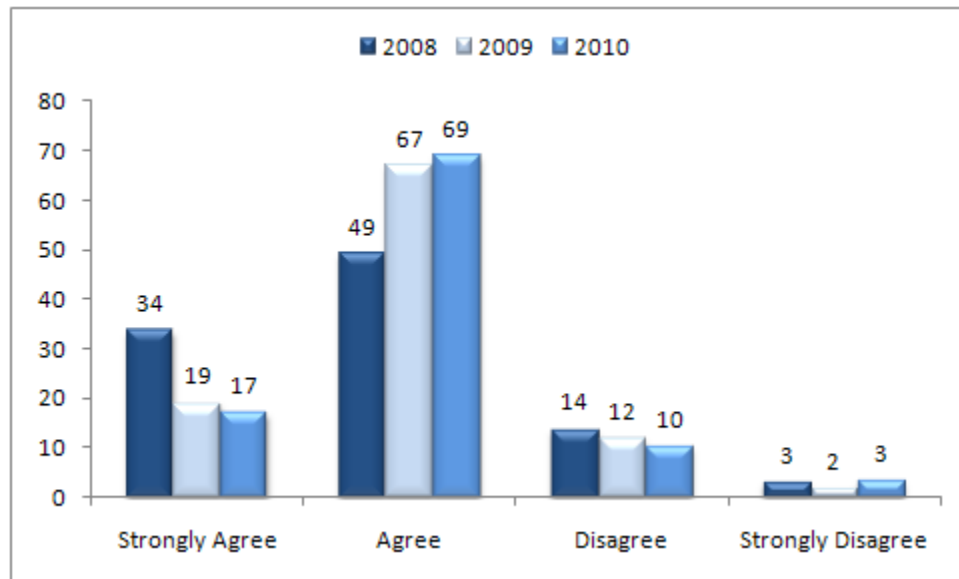
### *LIP or LIP Groups*

The majority of respondents who selected LIP or LIP Groups as their entity type agreed (62%) or strongly agreed (31%) that they were given consistent and accurate information when speaking to staff. Seven percent disagreed and no respondents strongly disagreed in regards to this statement.

## Claims trainings meet my needs

When network providers were asked if the claims trainings met their needs, a substantial majority of respondents (87%) agreed. In fact, 17 percent of respondents indicated that they strongly agreed while 69 percent of respondents to this question agreed. Again, results are similar to the 2009 findings. Ten percent of survey respondents disagreed that the claims trainings served their needs and 3 percent strongly disagreed.

**Figure 15: Claims Trainings Met My Needs**  
(percentage distribution)



### *Agency*

Ninety-two percent of survey respondents who chose agency as their entity type agreed (77%) or strongly agreed (15%) that claims trainings met their needs. Six percent of survey respondents disagreed and 3 percent strongly disagreed with this statement.

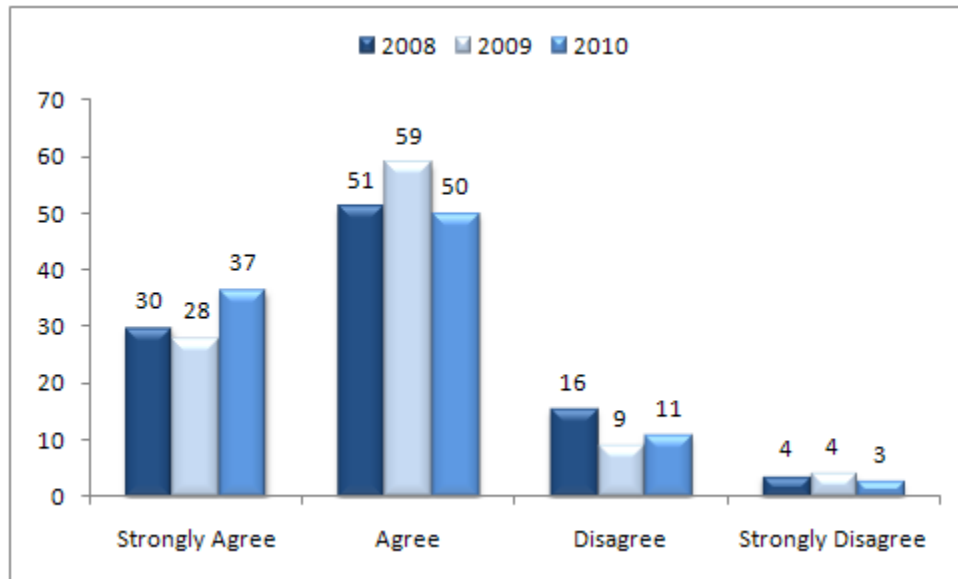
### *LIP or LIP Groups*

Of those who selected LIP or LIP Groups as their entity type, 76 percent of respondents either agreed (52%) or strongly agreed (24%) that the claims training met their needs, while nearly a quarter either disagreed (19%) or strongly disagreed (5%) with this statement.

## Timeliness and Accuracy of Processing Claims

Eighty-seven percent of respondents either agreed or strongly agreed that the Finance/Claims Department processes claims in a timely and accurate manner. Specifically, 37 percent strongly agreed and one-half (50%) agreed with this statement. The strength of agreement increased from 2009 with the percent of respondents strongly agreeing increasing 9 percent. Fourteen percent of survey respondents found disagreement with the timeliness and accuracy of claims processed by the department. This year 11 percent of responding network providers disagreed and 3 percent strongly disagreed.

**Figure 16: Timeliness and Accuracy of Processing Claims**  
(percentage distribution)



### *Agency*

Eighty-eight percent of those who selected agency as their entity type agreed (52%) or strongly agreed (36%) that their claims were processed in a timely and accurate manner. Eleven percent of respondents either disagreed (9%) or strongly disagreed (2%) with this statement.

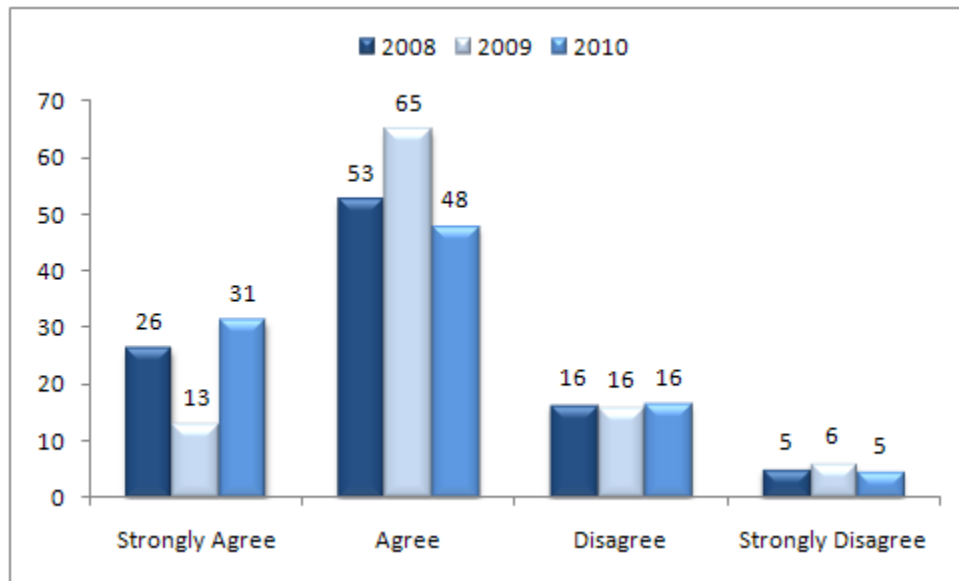
### *LIP or LIP Groups*

Among those respondents who selected LIP or LIP Groups as their entity type, a large majority either agreed (43%) or strongly agreed (39%) that claims were processed in a timely manner and accurate manner. The remaining 18 percent of respondents either disagreed (14%) or strongly disagreed (4%) with this statement.

## Useful and Understandable Advice

Network providers responding to this survey were asked to rate their level of agreement with the statement, “PBH’s Remittance Advice provides the necessary information in a useful, easily understood format.” This year’s results reveal that over three-fourths (79%) of the survey participants concurred with this statement, with 31 percent strongly agreeing. Results this year are similar to the previous year’s data with the difference being in the intensity of agreement; strongly agree increased from 13 percent to 31 percent. Twenty-one percent of those surveyed reported that PBH’s remittance advice did not provide the necessary information in a useful, easily understood format, with 5 percent strongly disagreeing.

**Figure 17: Remittance Advice Useful and Understandable**  
(percentage distribution)



### *Agency*

Among those persons who selected agency as their entity type, 83 percent of survey respondents either agreed (51%) or strongly agreed (32%) that PBH’s Remittance Advice provides the necessary information in a useful, easily understood format. Seventeen percent of survey respondents either disagreed (12%) or strongly disagreed (5%) with this statement.

### *LIP or LIP Groups*

Nearly three quarters of respondents who selected LIP or LIP Groups as their entity type agreed (38%) or strongly agreed (33%) that PBH’s Remittance Advice provides the necessary information in a useful, easily understood format. Twenty-nine percent of respondents disagreed (25%) or strongly disagreed (4%) with this statement.

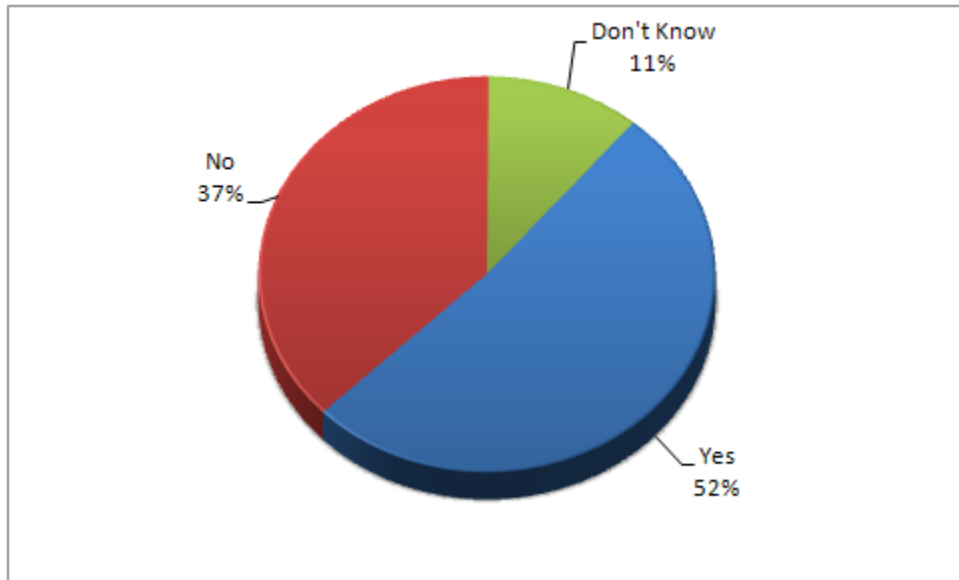
## Information Systems

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The Information Systems (IS) Department of PBH is responsible for maintaining the Local Management Entity (LME) webpage and intranet, database integrity, data collection, data analysis, data warehousing and internal/external reporting. The department is also responsible for the management of hardware, software and connectivity functions for Provider Direct. It also supports provider access and electronic data submission functions, as well as providing training and technical support.

Out of 93 survey respondents, 91 participants responded to this question of which 52 percent (n=47) had contact with the IS Department during the past 12 months. Thirty-seven percent (n=34) had no contact and 11 percent (n=10) did not know if they had contact with the IS Department. Using the same scale as with previous statements i.e., (1) strongly disagree, (2) disagree, (3) agree, and (4) strongly agree, network providers who had contact with the IS Department were asked to rate their level of agreement with statements pertaining to the activities of the department.

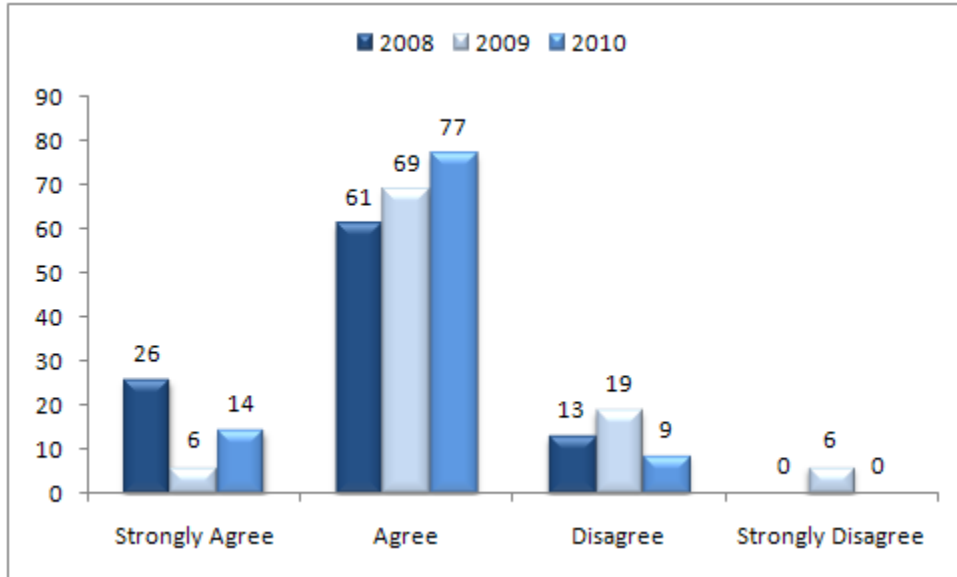
**Figure 18: Have you had contact with the IS Department during the past 12 months**



## IS Trainings

The majority of respondents agreed that IS trainings were informative and met their needs. Fourteen percent of respondents strongly agreed, while over three quarters (77%) agreed. This reflects a sixteen percentage point increase in agreement levels when compared to the results from 2009. Nine percent of network providers responding to this survey disagreed that IS trainings were informative and met their needs and no respondents strongly disagreed.

**Figure 19: IS Trainings are Informative and Meet My Needs**  
(percentage distribution)



### *Agency*

Among those persons who selected agency as their entity type, 78 percent agreed and 13 percent strongly agreed that IS Trainings are informative and meet their needs. Nine percent disagreed with this statement.

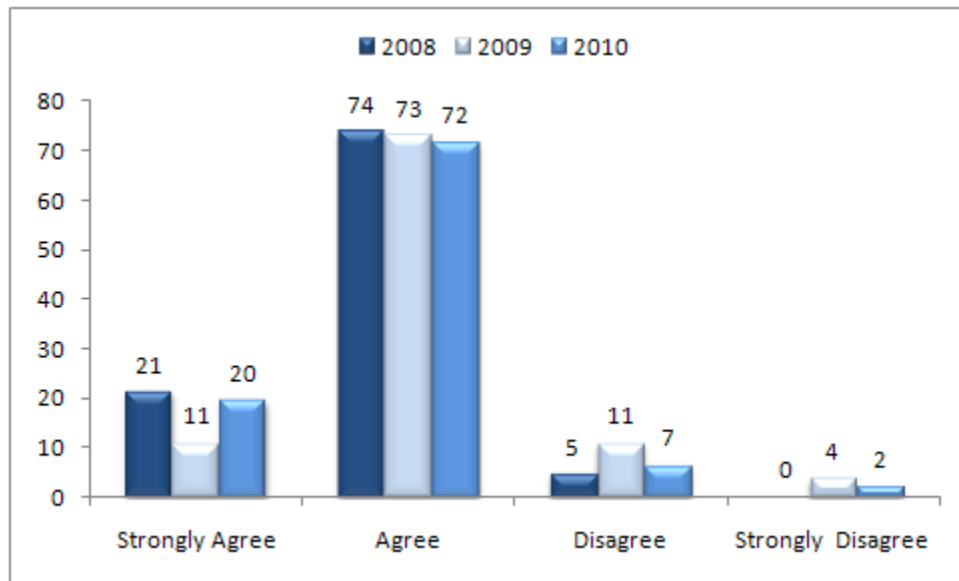
### *LIP or LIP Groups*

Among the survey respondents who selected LIP or LIP Groups, 92 percent either agreed (75%) or strongly agreed (8%) that IS Trainings were informative and meet their needs. Eight percent disagreed with this statement.

## Quality of Technical Assistance

Results this year reveal that 92 percent of respondents expressed some level of agreement to the statement, “Technical assistance and information provided is accurate and helpful.” Specifically, 20 percent strongly agreed and almost three-fourths (72 percent) agreed. This reflects a nine percentage point increase in agreement levels when compared to data from 2009. Seven percent of network providers expressed disagreement that the technical assistance and information provided by the IS Department was accurate or helpful with an additional 2 percent stating that they strongly disagreed about the quality of technical assistance.

**Figure 20: Technical assistance provided is accurate and helpful**  
(percentage distribution)



### *Agency*

One-hundred percent of respondents who selected agency as their entity type agreed that technical assistance and information provided was accurate and helpful.

### *LIP or LIP Groups*

The majority of respondents who selected LIP or LIP Groups as their entity type agreed (72%) or either strongly agreed (20%) that technical assistance and information provided was accurate and helpful. The remaining 9 percent either disagreed (7%) or strongly disagreed (2%) with this statement.

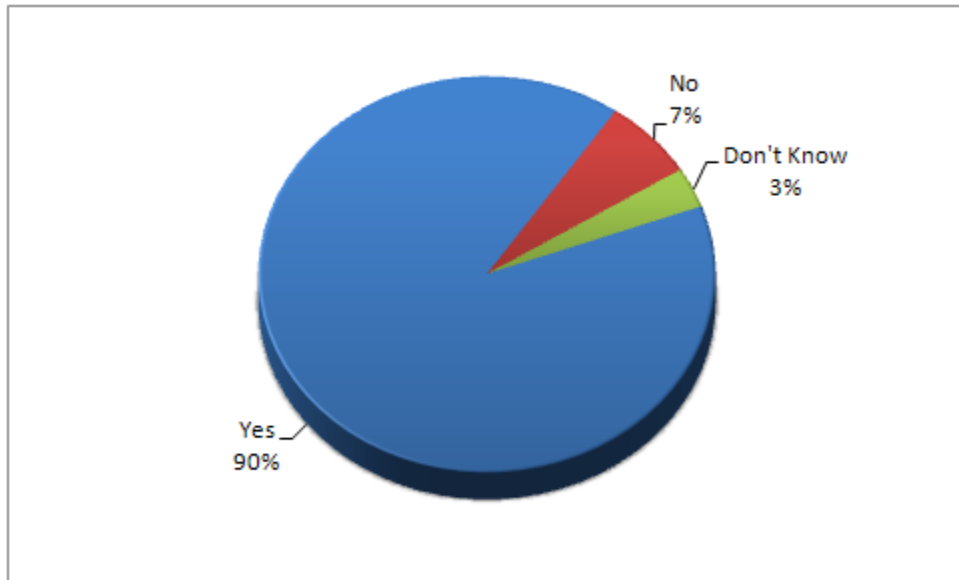
## Network Management and Provider Relations

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Network Management and Provider Relations is the division of PBH responsible for the overall management of Providers. Its role includes, but is not limited to, credentialing recruitment, enrollment, orientation, communication and contract development. In order to develop and promote best practices in service delivery, Network Management and Provider Relations works closely with network providers individually and at large.

Out of 93 survey respondents, 91 participants responded to this question of which 90 percent (n=82) had contact with Network Management and Provider Relations during the past 12 months. Seven percent (n=6) had no contact and 3 percent (n=3) did not know if they had contact with Network Management and Provider Relations. Using the same scale as with previous statements i.e., (1) strongly disagree, (2) disagree, (3) agree, and (4) strongly agree, network providers who had contact with the Network Management and Provider Relations Department were asked to rate their level of agreement with statements pertaining to the activities of the department.

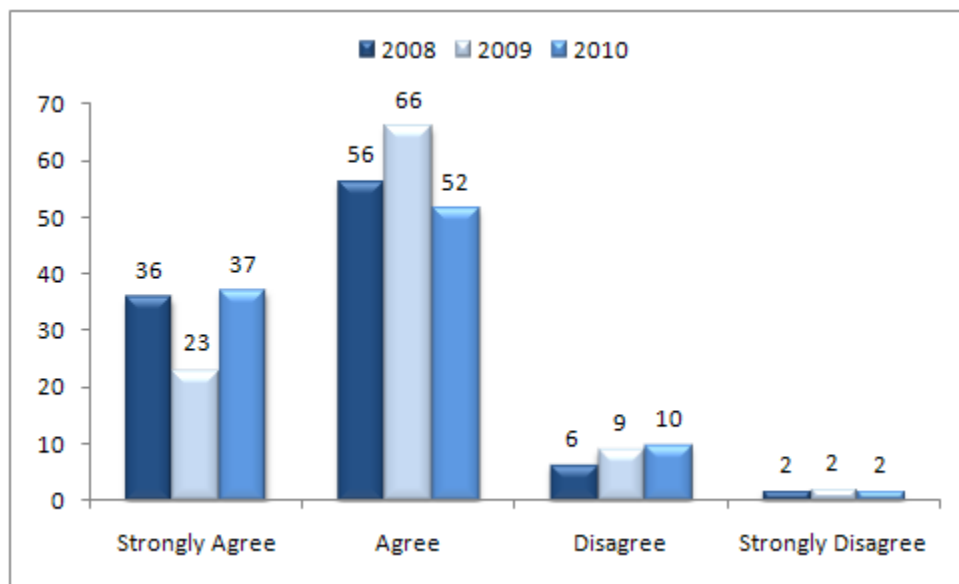
**Figure 21: Have you had contact with the Network and Provider Relations Department during the past 12 months**



## Monthly Provider Network meetings are informative and helpful

One of the main ways that the department supports network providers is through regular communication with the Network Provider Council, as well as coordinating regular monthly meetings of the network providers as a whole. Survey respondents were asked if the monthly provider network meetings were informative and helpful. According to survey results, a large majority (89%) of network providers agreed or strongly agreed with this survey statement. Specifically, 37 percent strongly agreed and 52 percent agreed that the monthly Provider Network meetings were informative and helpful. Results are similar to those of 2009 but the strength of agreement increased with the percent of respondents strongly agreeing increasing 14 percent. The remaining participants gave a response of either disagreed (10%) or strongly disagreed (2%).

**Figure 22: Monthly Provider Network meetings are informative and helpful**  
(percentage distribution)



### *Agency*

Ninety-six percent of respondents who chose agency as their entity type agreed (54%) or strongly agreed (42%) that PBH Monthly Network Meetings were informative and helpful. Two percent disagreed and 2 percent strongly disagreed with this statement.

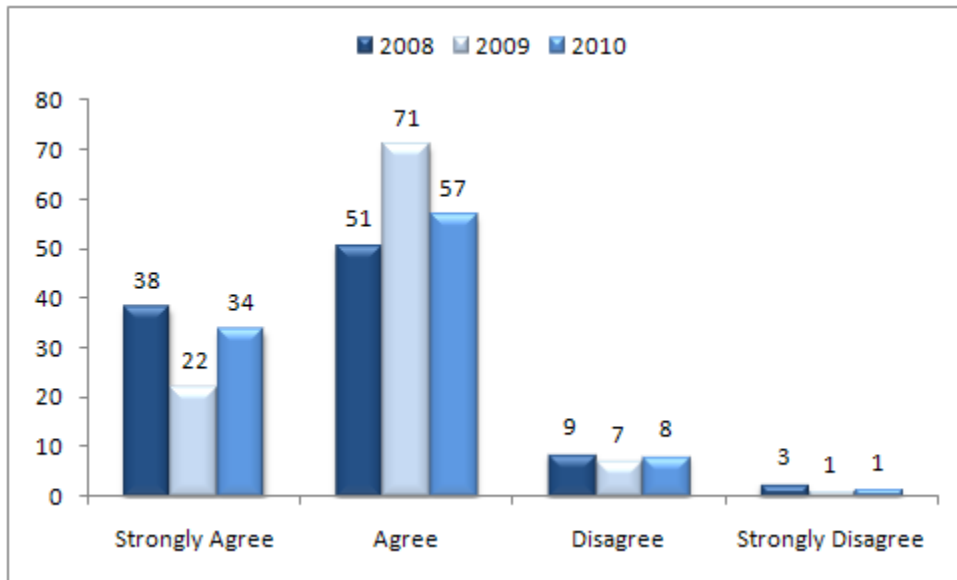
### *LIP or LIP Groups*

Seventy-three percent of respondents who selected LIP or LIP Groups agreed (47%) or strongly agreed (26%) that PBH Monthly Provider Network Meetings were informative and helpful. The remaining 27 percent of respondents disagreed and no respondents strongly disagreed with this statement.

**Network Management and Provider Relations keeps providers informed of changes that affect the Provider Network**

A majority (91%) of network providers strongly agreed or agreed that they were informed of changes that affect the Provider Network by the Network Management and Provider Relations Department. One-third of the respondents (34%) strongly agreed with this statement, while 57 percent agreed. As with the previous statement, comparison between the data from 2009 and 2010 are similar with the strength of the agreement level increasing. Eight percent disagreed and 1 percent strongly disagreed that they were informed of changes that affected the Provider Network.

**Figure 23: Providers are informed of changes that affect the Provider Network**  
(percentage distribution)



*Agency*

Ninety-six percent of respondents who selected agency as their entity type agreed (62%) or strongly agreed (34%) that Network Department keeps providers informed of changes that affect the Provider Network, while 2 percent disagreed and 2 percent strongly disagreed with this statement.

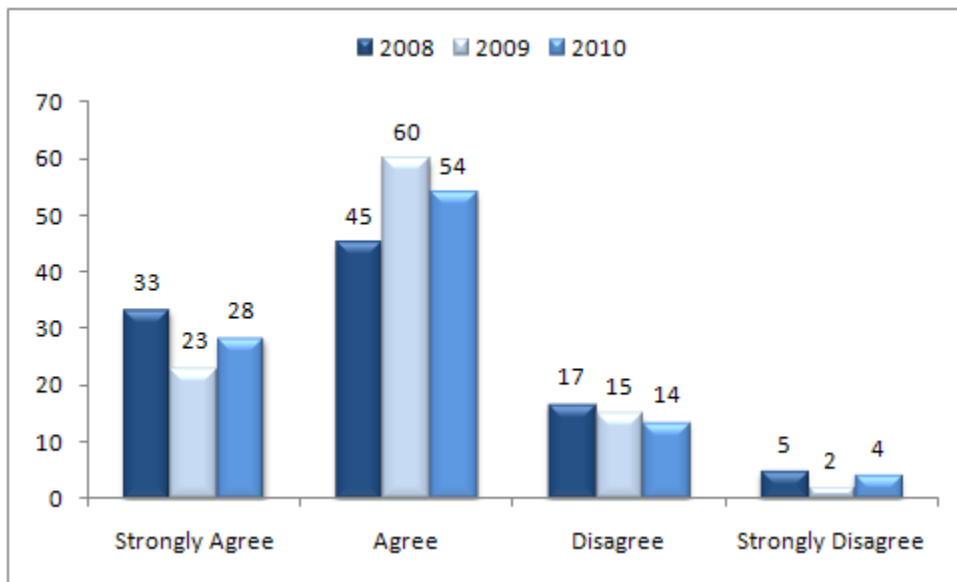
*LIP or LIP Groups*

Seventy-nine percent of respondents who selected LIP or LIP Groups as their entity type agreed (49%) or strongly agreed (33%) that Network Department keeps providers informed of changes that affect the Provider Network, while 21 percent disagreed and no respondents strongly disagreed with this statement.

## Network Management & Provider Relations staff are knowledgeable and answer questions consistently and accurately

When asked about Network Management and Provider Relations staff competencies in answering questions consistently and accurately, 82 percent of survey respondents either strongly agreed or agreed. Specifically, 28 percent strongly agreed and 54 percent agreed. Fourteen percent indicated that they disagreed, while 4 percent strongly disagreed that Network Management and Provider Relations staff are knowledgeable and answer questions consistently and accurately. Again, results are similar when compared to data from the previous year with a slight increase in the strength of agreement.

**Figure 24: Staff are knowledgeable and answer questions consistently and accurately**  
(percentage distribution)



### Agency

Eighty-five percent of those survey participants that selected agency as their entity type agreed (57%) or strongly agreed (28%) that Network staff were knowledgeable and answer questions consistently and accurately. The remaining 15 percent either disagreed (11%) or strongly disagreed (4%) with this statement.

### LIP or LIP Groups

Over three-quarters (81%) of respondents that selected LIP or LIP Groups as their entity type agreed (50%) or strongly agreed (31%) that Network staff were knowledgeable and answer questions consistently and accurately, while 19 percent either disagreed (15%) or strongly disagreed (4%) with this statement.

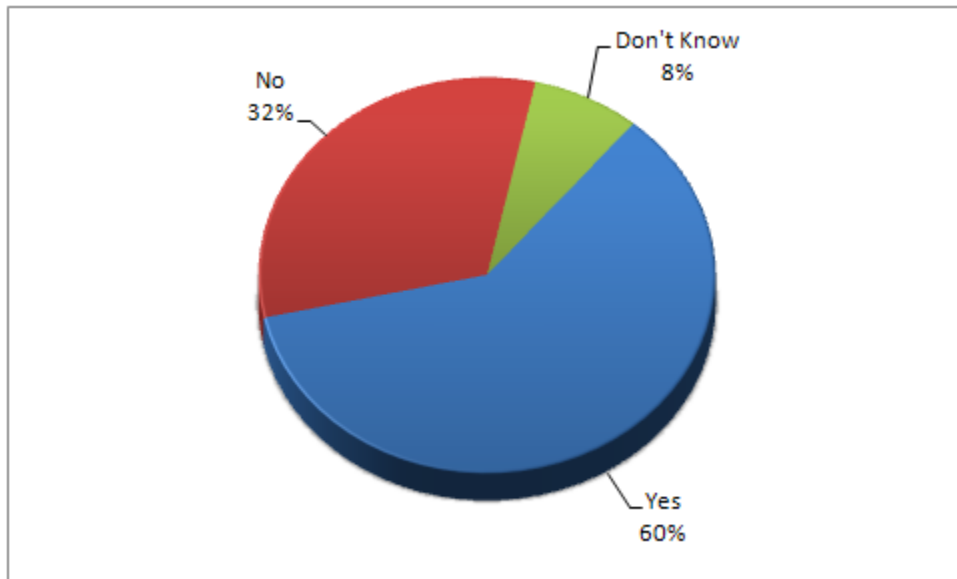
## Quality Management

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PBH has an extensive system for the tracking, evaluation, and investigation of complaints and grievances. In order to ensure that complaints and grievances are monitored and resolved in a timely manner, a single division has oversight for quality management throughout the provider network. The Quality Management division of PBH is responsible for qualifying agency providers, investigating incidents, abuse, neglect and exploitation. The department supports a Global Continuous Quality Improvement system that includes all network providers. Furthermore, it provides training for network providers on standards, requirements, quality improvement, indicators and targets, client rights, advocacy and protections, health and safety, and other critical areas of performance.

Out of 93 survey respondents, 91 participants responded to this question of which 60 percent (n=55) had contact with the Quality Management Department during the past 12 months. Thirty-two percent (n=29) had no contact and 8 percent (n=7) did not know if they had contact with the Quality Management Department. Using the same scale as with previous statements i.e., (1) strongly disagree, (2) disagree, (3) agree, and (4) strongly agree, network providers who had contact with the Quality Management Department were asked to rate their level of agreement with statements pertaining to the activities of the department.

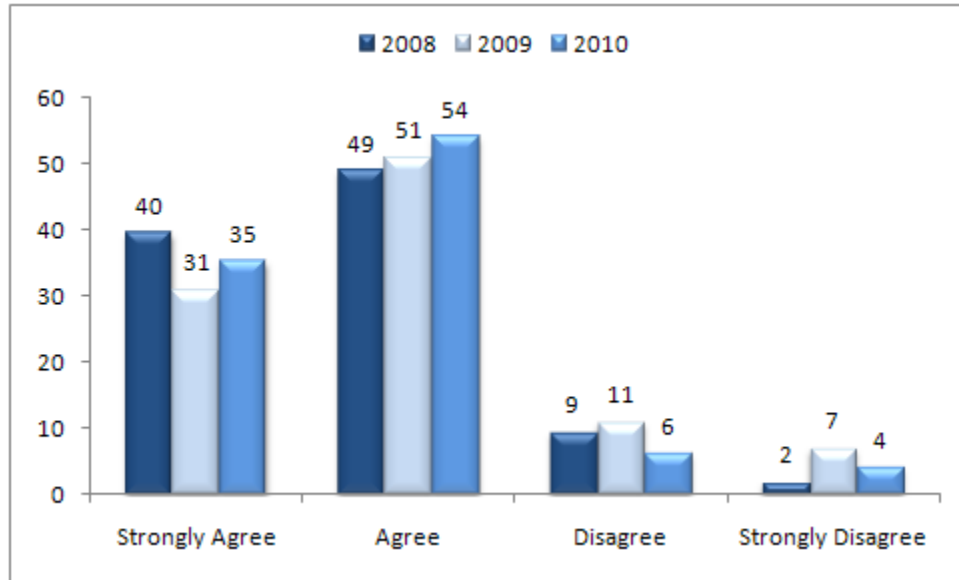
**Figure 25: Have you had contact with the Quality Management Department during the past 12 months**



## Fair and Thorough Investigations

A majority of respondents (89%) either strongly agreed or agreed that the Quality Management staff conducts fair and thorough investigations. This reflects a seven percentage point increase in agreement from the previous year's results. Specifically, 35 percent strongly agreed and 54 percent agreed. Six percent of survey participants disagreed with this statement with an additional 4 percent strongly disagreeing.

**Figure 26: Quality Management staff conducts fair and thorough investigations**  
(percentage distribution)



### *Agency*

Eighty-seven percent of survey respondents who chose agency as their entity type agreed (55%) or strongly agreed (32%) that Quality Management staff conduct fair and thorough investigations. Seven percent of survey respondents disagreed and 7 percent strongly disagreed with this statement.

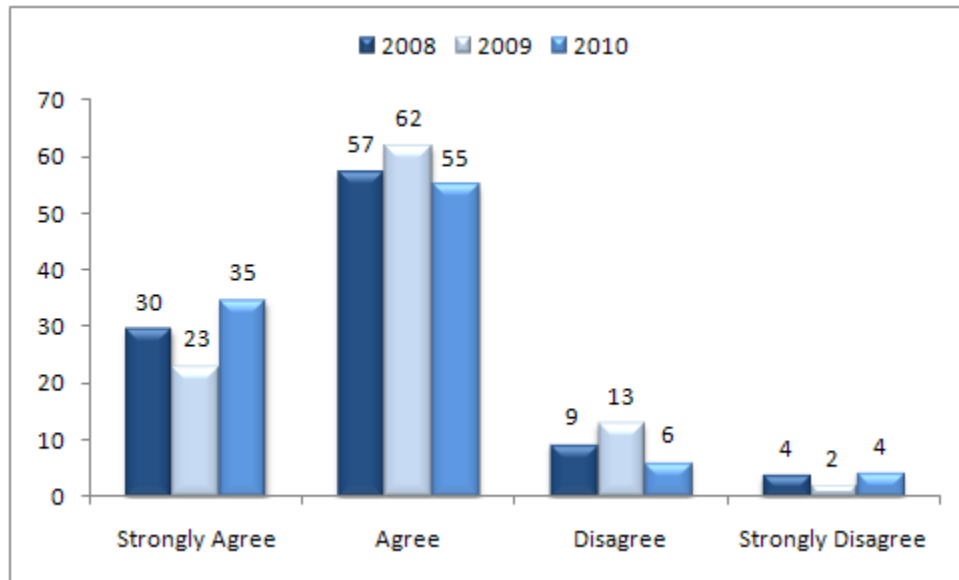
### *LIP or LIP Groups*

Among the respondents who selected LIP or LIP Groups as their entity type, 53 percent agreed and 41 percent strongly agreed that Quality Management staff conducts fair and thorough investigations. The remaining 6 percent disagreed and no respondents strongly disagreed with this statement.

## Informative and Helpful Technical Assistance

The majority of network providers (90%) who responded to the questionnaire strongly agreed or agreed with the statement, “Technical assistance provided by QM staff is informative and helpful.” Thirty-five percent of the respondents strongly agreed that the technical assistance was valuable, while 55 percent agreed. When results are compared to those from the previous year’s survey there is an increase in the strength of agreement with respondents who strongly agreed increasing 12 percent. Six percent of respondents disagreed and 4 percent strongly disagreed that the technical assistance provided by the Quality Management staff was informative and helpful.

**Figure 27: Technical assistance provided by Quality Management staff is informative and helpful**  
(percentage distribution)



### *Agency*

Ninety-four percent of survey respondents who chose agency as their entity type agreed (63%) or strongly agreed (31%) that technical assistance provided by Quality Management staff was informative and helpful. Three percent of survey respondents disagreed and 3 percent strongly disagreed with this statement.

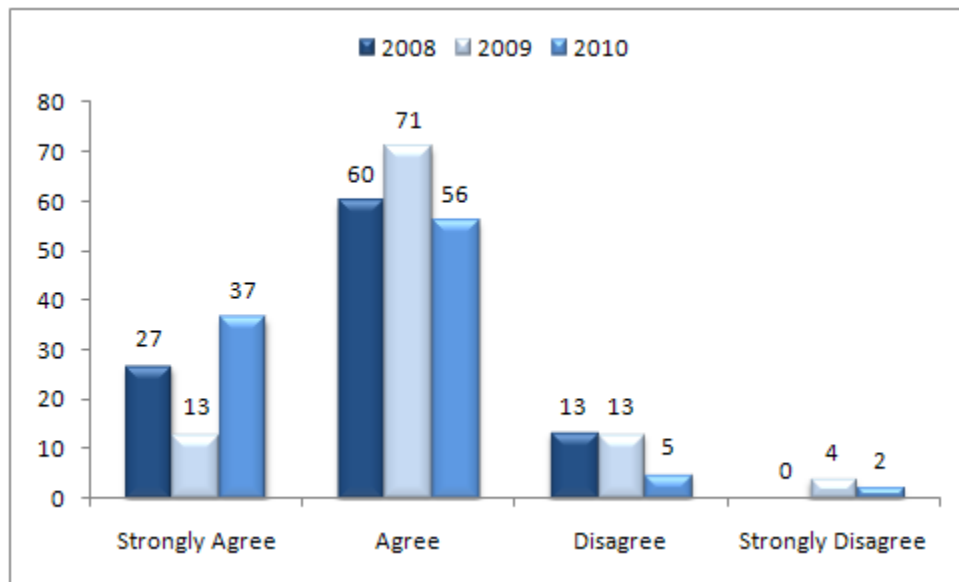
### *LIP or LIP Groups*

Eighty-two percent of survey respondents who chose LIP or LIP Groups as their entity group agreed (42%) or strongly agreed (42%) that technical assistance provided by Quality Management staff was informative and helpful. Twelve percent of survey respondents disagreed and 6 percent strongly disagreed with this statement.

## Quality Management Trainings

The third statement regarding the Quality Management Department was: “Quality Management trainings are informative and meet our needs as provider/agency.” The majority of the surveyed network providers (93%) felt that the Quality Management trainings were informative and met their needs as a provider/agency. Fifty-six percent of respondents agreed and an additional 37 percent strongly agreed. When results are compared to those from the previous year’s survey there is an increase in the strength of agreement with respondents who strongly agreed increasing 24 percent. Five percent disagreed with this statement while 2 percent of respondents indicated that they strongly disagreed.

**Figure 28: Quality Management trainings are informative and meet our needs as a provider/agency**  
(percentage distribution)



### *Agency*

Ninety-seven percent of survey participants who chose agency as their entity group agreed (67%) or strongly agreed (30%) that Quality Management trainings were informative and meet their needs as a provider/agency. No respondents disagreed and 3 percent strongly disagreed with this statement.

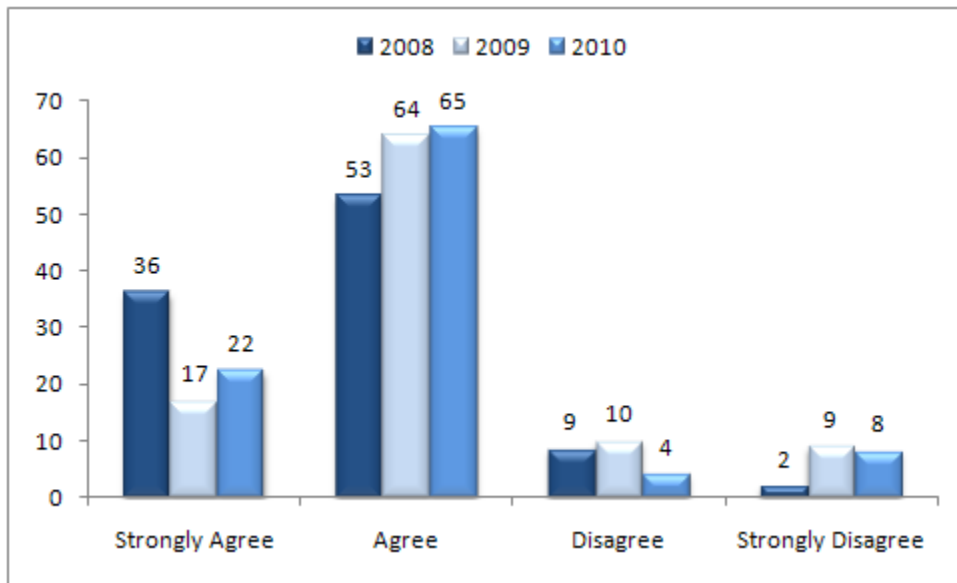
### *LIP or LIP Groups*

Eighty percent of survey participants who selected LIP or LIP Groups agreed (30%) or strongly agreed (50%) that Quality Management trainings were informative and meet their needs as a provider/agency. The remaining 20 percent disagreed with this statement and no respondents strongly disagreed.

## Fair and Reasonable Requests for Corrective Action Plans

The last in this series of questions regarding the Quality Management Department queried respondents for their level of agreement with the following statement, “Quality Management staff requests for corrective action plans are fair and reasonable.” The majority of the surveyed network providers (87%) reported that the requests for corrective action plans by QM staff were fair and reasonable. Sixty-five percent agreed and 22 percent strongly agreed. Four percent disagreed with this statement while 8 percent of respondents indicated that they strongly disagreed.

**Figure 29: Fair and Reasonable Requests for Corrective Action Plans**  
(percentage distribution)



### *Agency*

Ninety-one percent of respondents who chose agency as their entity type agreed (72%) or strongly agreed (19%) that Quality Management staff requests for corrective action plans were fair and reasonable, while 9 percent of respondents disagreed and no respondents strongly disagreed with this statement.

### *LIP or LIP Groups*

Eighty-one percent of survey participants who selected LIP or LIP Groups agreed (50%) or strongly agreed (31%) that the Quality Management staff requests for corrective action was fair and reasonable. Twelve percent of survey respondents disagreed and 6 percent strongly disagreed with this statement.

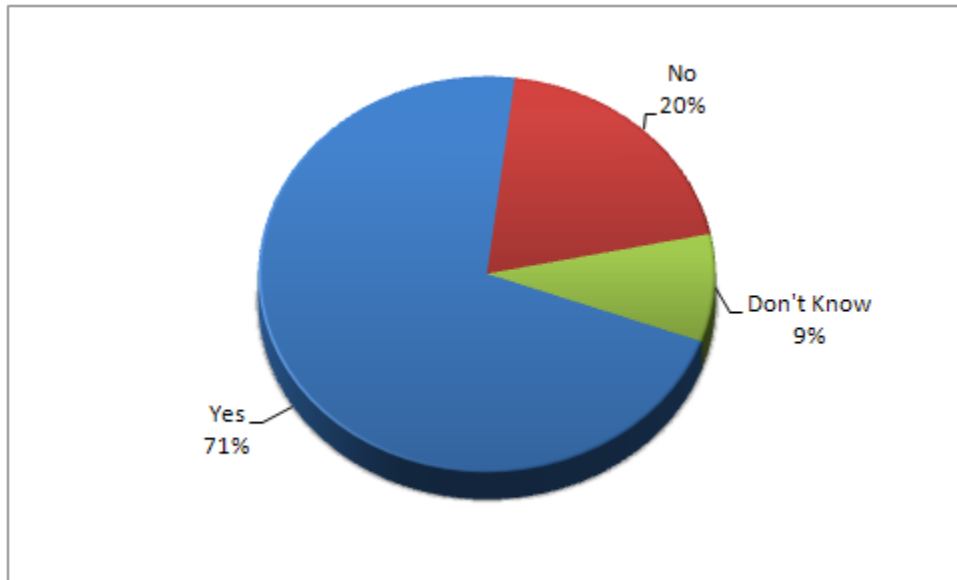
## Utilization Management

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The responsibilities of the Utilization Management Department are to review and authorize care to consumers. It is also responsible for evaluating medical necessity and managing eligibility criteria for services. Moreover, the department conducts utilization trend analysis by monitoring for over and under utilization of services.

Out of 93 survey respondents, 91 participants responded to this question of which 71 percent (n=65) had contact with the Utilization Management Department during the past 12 months. Twenty percent (n=18) had no contact and 9 percent (n=8) did not know if they had contact with the Utilization Management Department. Using the same scale as with previous statements i.e., (1) strongly disagree, (2) disagree, (3) agree, and (4) strongly agree, network providers who had contact with the Utilization Management Department were asked to rate their level of agreement with statements pertaining to the activities of the department.

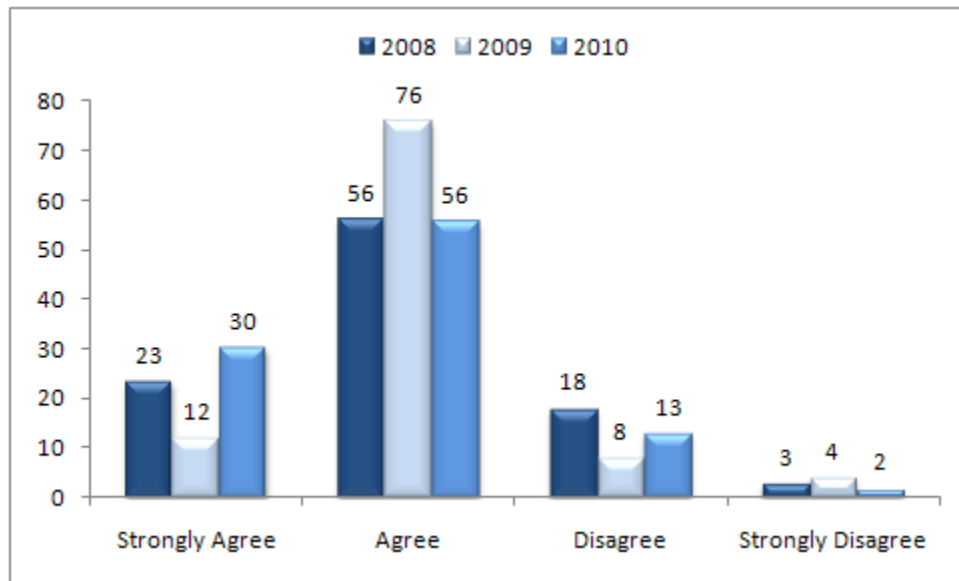
**Figure 30: Have you had contact with the Utilization Management Department during the past 12 months**



## Timeliness of Authorizations for Treatment and Services

Survey respondents were asked to indicate their level of agreement with the following statement, “Authorizations for treatment and services are made within the required timeframes.” Eighty-six percent of the respondents reported that they strongly agreed or agreed with this statement. Specifically this year, 30 percent strongly agreed and 56 percent agreed. Compared to 2009, the strength of agreement increased this year, represented by an 18 percent increase of survey respondents who strongly agreed. Thirteen percent disagreed with this statement while 2 percent of respondents indicated that they strongly disagreed.

**Figure 31: Timeliness of Authorizations for Treatment and Services**  
(percentage distribution)



### *Agency*

Eighty-six percent of respondents who chose agency as their entity type agreed (55%) or strongly agreed (31%) that authorizations for treatment and services were made within the required timeframes. Twelve percent of respondents either disagreed and 2 percent strongly disagreed with this statement.

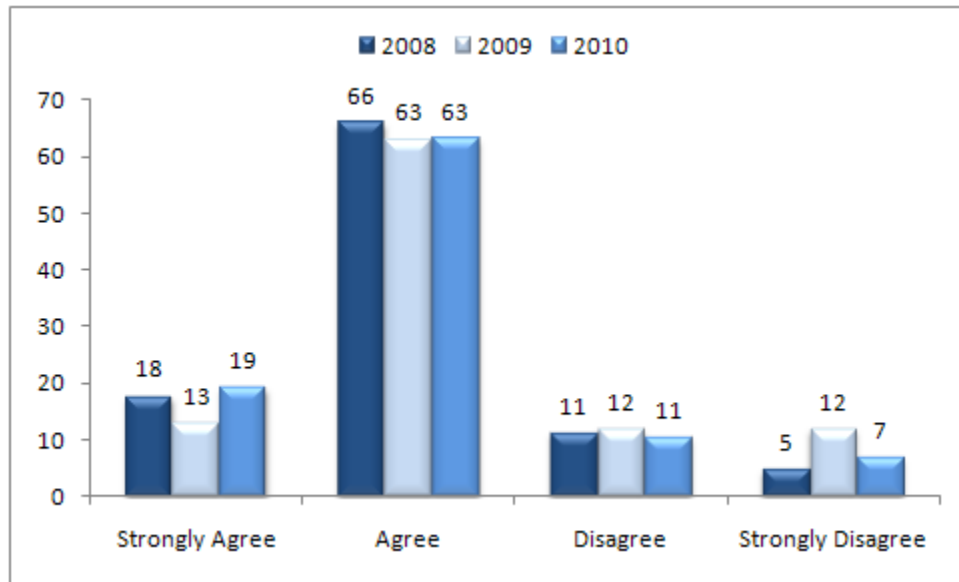
### *LIP or LIP Groups*

Eighty-two percent of respondents who selected LIP or LIP Groups as their entity group agreed (53%) or strongly agreed (29%) that authorizations for treatment and services were made within the required timeframes. Seventeen percent disagreed and no respondents strongly disagreed with this statement.

## Explanations for Treatment and Service Denials

Pertaining to network providers feeling that the denials for treatment and services were explained, survey results indicated that 82 percent of respondents agreed with this statement. This year, 19 percent of survey participants strongly agreed, while just under two-thirds (63%) agreed. Eleven percent disagreed while 7 percent of respondents indicated that they strongly disagreed.

**Figure 32: Explanations for Treatment and Service Denials**  
(percentage distribution)



### *Agency*

Over three quarters (79%) of respondents who chose agency as their entity type agreed (61%) or strongly agreed (18%) that denials for treatment and services were explained, while 22 percent of those surveyed either disagreed (11%) or strongly disagreed (11%) with this statement.

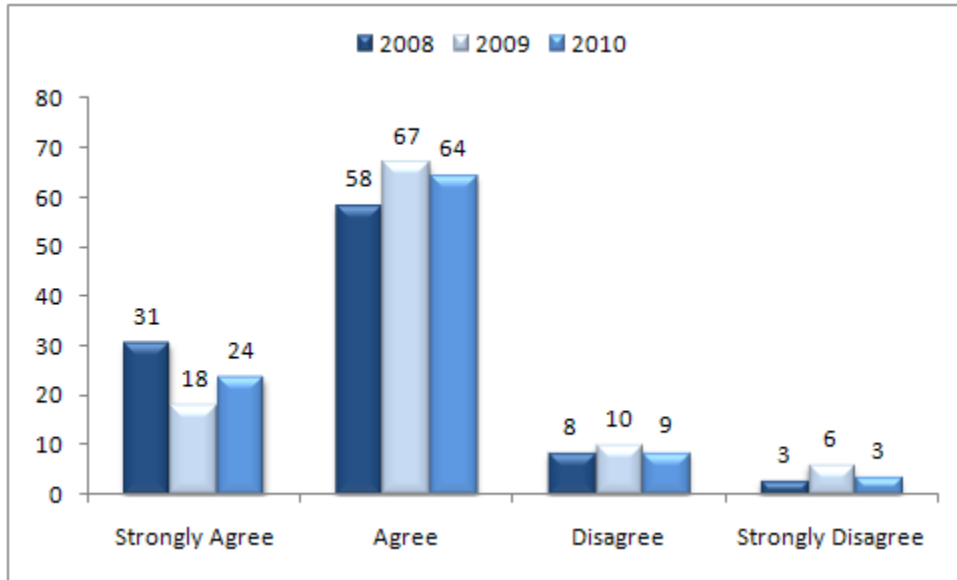
### *LIP or LIP Groups*

Among those persons who selected LIP or LIP Groups as their entity type, 87 percent of respondents either agreed (67%) or strongly agreed (20%) that denials for treatment and services were explained, while 13 percent disagreed and no respondents strongly disagreed with this statement.

## Accuracy of Authorizations

Eighty-eight percent of survey respondents reported some level of agreement that the authorizations issued by the Utilization Management Department were accurate in terms of having the correct date, consumer, and service. Specifically, just under two-thirds (64%) agreed and almost one-quarter (24%) strongly agreed with this survey statement. Nine percent indicated that they disagreed, while 3 percent strongly disagreed on the accuracy of these authorizations. Results are similar across the three years of the study with only the intensity level of agreement varying.

**Figure 33: The Authorizations Issued are Accurate**  
(percentage distribution)



### *Agency*

Eighty-nine percent of respondents who chose agency as their entity type agreed (62%) or strongly agreed (27%) that authorizations issued were accurate (correct date, consumer and service). The remaining thirteen percent either disagreed (8%) or strongly disagreed (5%) with this statement.

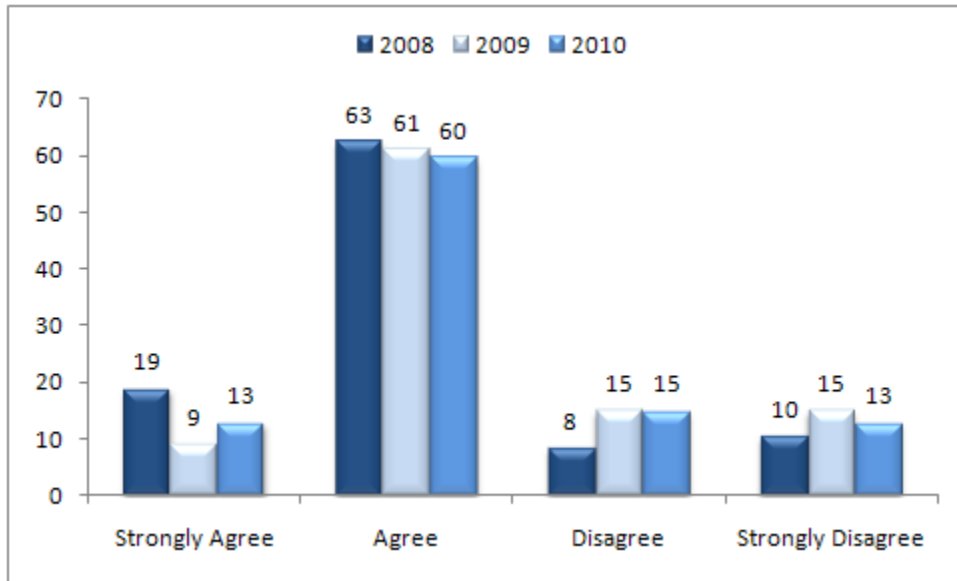
### *LIP or LIP Groups*

Ninety-four percent of respondents who selected LIP or LIP Group either agreed (75%) or strongly agreed (19%) that authorizations issued were accurate (correct date, consumer and service). Six percent disagreed and no respondents strongly disagree with this statement.

## Satisfaction with the Appeals Process

The last statement pertaining to the Utilization Management Department asked survey respondents to rate their level of agreement with the following statement, “I am satisfied with the appeals process for denials, reduction, or suspension of service authorizations.” Seventy-three percent of respondents agreed with this statement. This year, 13 percent of survey participants strongly agreed, while 60 percent agreed. Fifteen percent disagreed with this statement while 13 percent of respondents indicated that they strongly disagreed. This year’s results are similar when compared to previous years.

**Figure 34: I am satisfied with the appeals process for denial, reduction, or suspension of service authorizations**  
(percentage distribution)



### *Agency*

Sixty-six percent of survey participants who selected agency as their entity type agreed (53%) or strongly agreed (13%) that they were satisfied with the appeals process for denial, reduction, or suspension of service authorizations. Nineteen percent of respondents disagreed and 16 percent strongly disagreed with this statement.

### *LIP or LIP Groups*

Eighty-two percent of respondents who selected LIP or LIP Groups as their entity group agreed (64%) or strongly agreed (18%) that they were satisfied with the appeals process for denial, reduction, or suspension of service authorization, while 9 percent disagreed and 9 percent strongly disagreed with this statement.

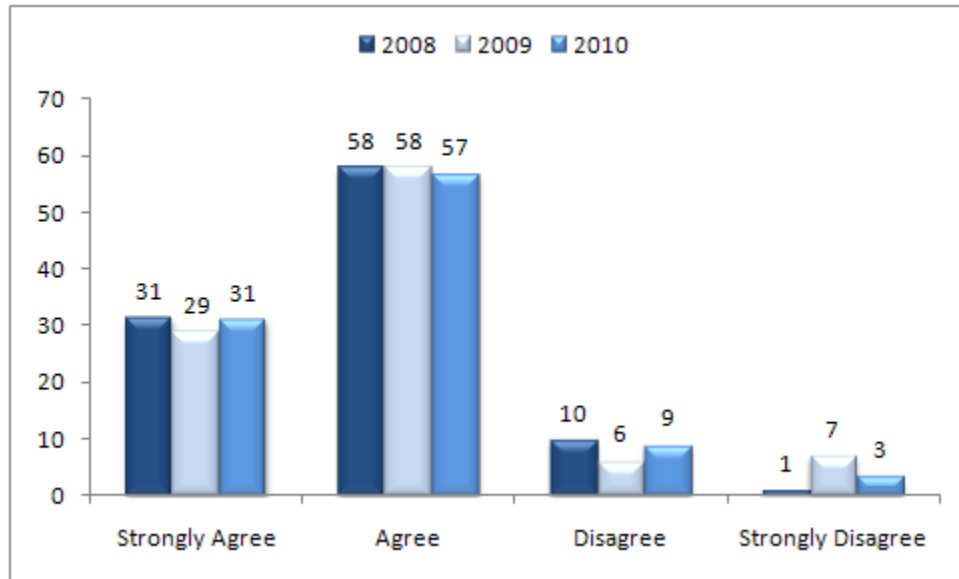
## General Statements

Survey respondents were asked to rate their level of agreement with several general statements pertaining to their overall relationship with PBH. These statements include their view on PBH’s business ethics, personnel competency and their treatment of network service providers, consumer care, how PBH compares with other LMEs and other payment sources, PBH’s website, and lastly, how well the Network Council represents them as network service providers.

### **PBH does business in an ethical manner with integrity**

The first general statement was: “PBH does business in an ethical manner with integrity.” A substantial majority of network providers (88%) agreed with this statement. In fact, just under one-third (31%) of the respondents strongly agreed with this survey statement and over one-half (57%) agreed. Overall results are very similar to the previous year’s outcomes regarding PBH’s ethics. Nine percent indicated that they disagreed, while 3 percent strongly disagreed with this statement.

**Figure 35: PBH does business in an ethical manner with integrity**  
(percentage distribution)



#### *Agency*

Eighty-seven percent of the respondents who selected agency as their entity type agreed (55%) or strongly agreed (32%) that PBH does business in an ethical manner with integrity. The remaining 13 percent either disagreed (9%) or strongly disagreed (4%) with this statement.

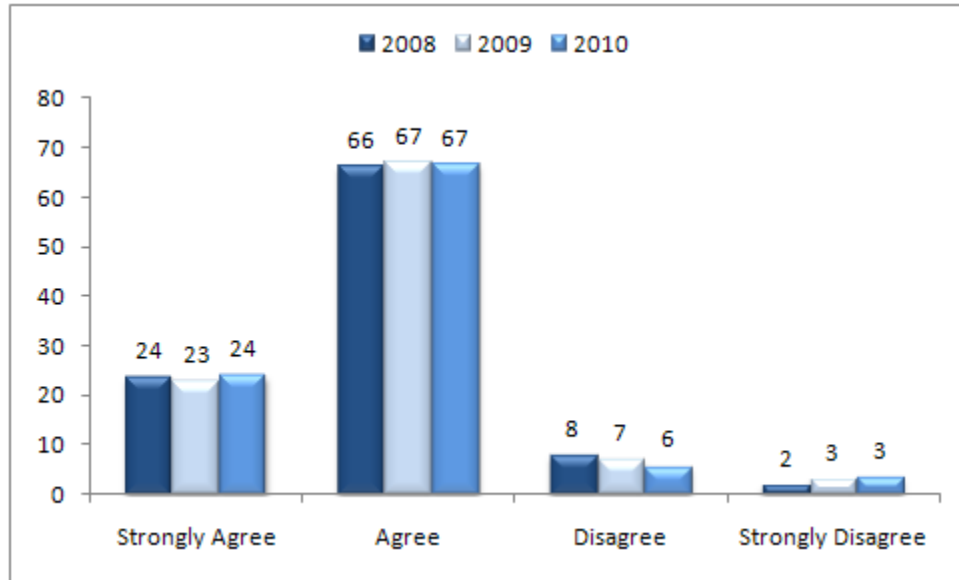
#### *LIP or LIP Groups*

Eighty-eight percent of respondents who chose LIP or LIP Groups as their entity type agreed (63%) or strongly agreed (25%) that PBH does business in an ethical manner with integrity. The remaining 12 percent either disagreed (9%) or strongly agreed (3%) with this statement.

## PBH personnel are qualified and competent in the performance of their jobs

The second general statement was: “PBH personnel are qualified and competent in the performance of their jobs.” Again, the majority of network service providers (91%) responding to this survey agreed with this statement, a similar percentage as in 2009. Specifically, 24 percent strongly agreed and 67 percent agreed. Of the remaining 9 percent, 6 percent disagreed and 3 percent strongly disagreed that PBH personnel are qualified and competent.

**Figure 36: PBH personnel are qualified and competent in the performance of their jobs**  
(percentage distribution)



### *Agency*

Among the respondents who selected agency as their entity type, 67 percent agreed and 25 percent strongly agreed that PBH personnel were qualified and competent in the performance of their jobs, while 8 percent either disagreed (4%) or strongly disagreed (4%) with this statement.

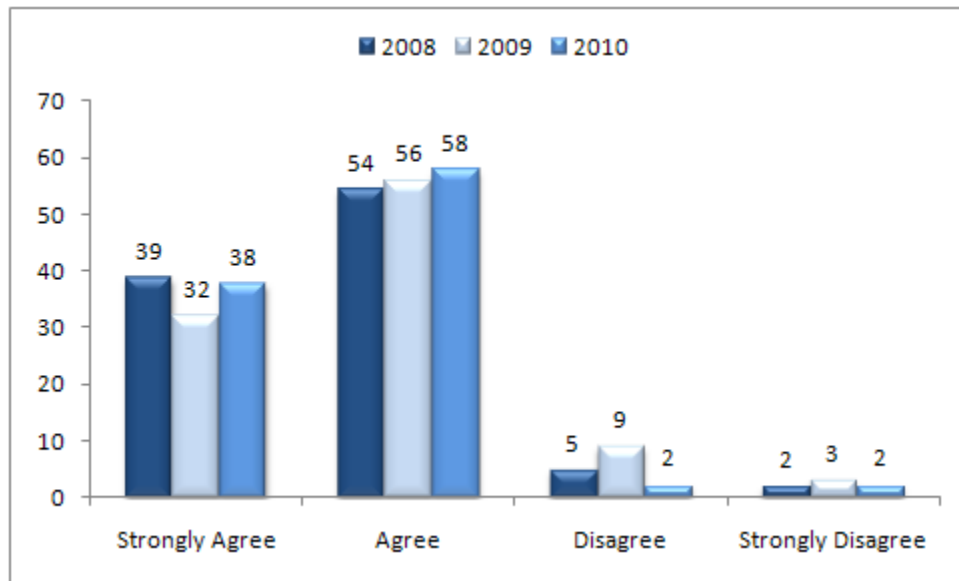
### *LIP or LIP Groups*

Eighty-seven percent of respondents who selected LIP or LIP Groups as their entity type agreed (67%) or strongly agreed (20%) that PBH personnel were qualified and competent in the performance of their jobs. Thirteen percent of respondents either disagreed (10%) or strongly disagreed (3%) with this statement.

### **PBH staff treats my agency and staff with courtesy and respect**

The third of these general statements was: “PBH staff treats my agency and staff with courtesy and respect.” The majority of respondents (96%) strongly agreed or agreed with this survey statement. This represents an eight percent increase when last year’s results are considered. Specifically, over one-third of responding network providers (38%) strongly agreed and over one-half (58%) agreed. Two percent of survey participants disagreed that their agency and staff were treated with courtesy and respect by PBH staff with an additional 2 percent strongly disagreeing with this survey statement.

**Figure 37: PBH staff treats my agency and staff with courtesy and respect**  
(percentage distribution)



#### *Agency*

A majority (95%) of survey participants who selected agency as their entity type agreed (57%) or strongly agreed (38%) that PBH treats agency and staff with courtesy and respect. Six percent of survey participants disagreed (2%) or strongly disagreed (4%) with this statement.

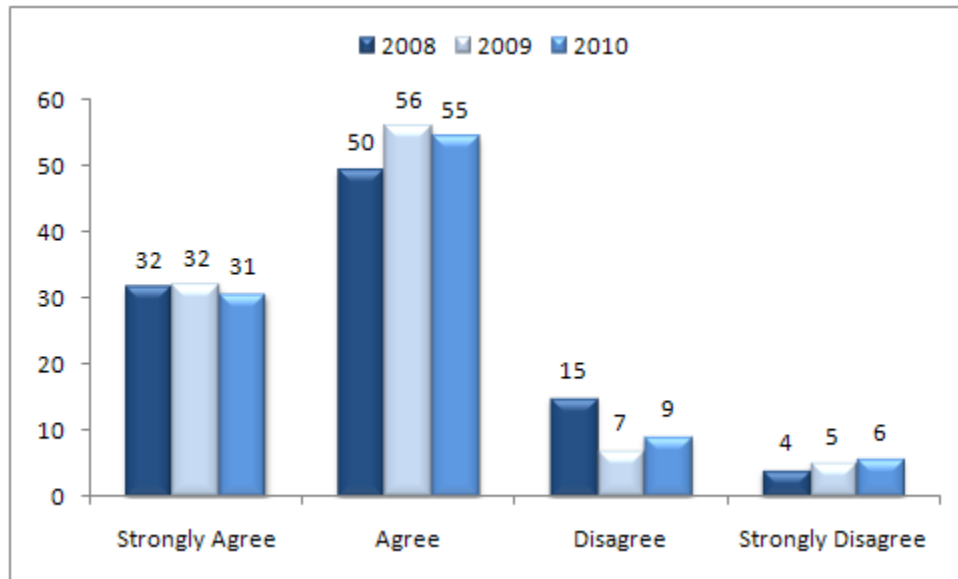
#### *LIP or LIP Groups*

Ninety-seven percent of survey participants who selected LIP or LIP Groups agreed (63%) or strongly agreed (34%) that PBH treats agency and staff with courtesy and respect. Three percent disagreed and no respondents strongly disagreed with this statement.

## PBH encourages and facilitates good consumer care

In the next statement, “PBH encourages and facilitates good consumer care,” 86 percent of network service providers responding to the survey expressed some level of agreement with this statement. Specifically, less than one-third (31%) strongly agreed and over one-half (55%) of survey respondents agreed. Fifteen percent reported that they either disagreed (9%) or strongly disagreed (6%) that PBH encourages and facilitates good consumer care.

**Figure 38: PBH encourages and facilitates good consumer care**  
(percentage distribution)



### *Agency*

Among the survey participants who chose agency as their entity type, 54 percent agreed and 33 percent strongly agreed that PBH encourages and facilitates good consumer care. Fourteen percent either disagreed (10%) or strongly disagreed (4%) with this statement.

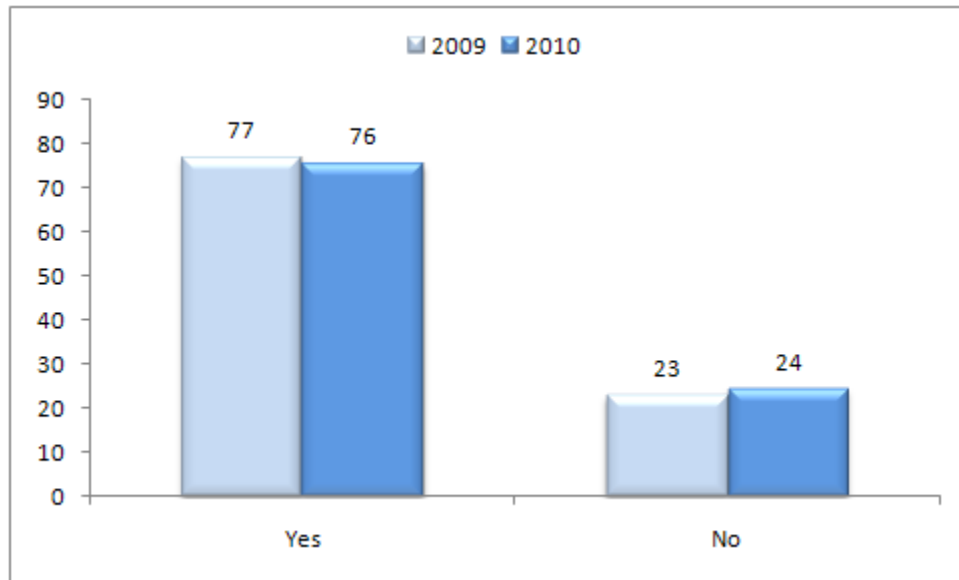
### *LIP or LIP Groups*

Eighty-one percent of survey participants that chose LIP or LIP Groups as their entity type agreed (58%) or strongly agreed (23%) that PBH encourages and facilitates good consumer care. The remaining 20 percent either disagreed (10%) or strongly disagreed (10%) with this statement.

## Contract with other LMEs

Survey respondents were asked if they contracted with other Local Management Entities (LMEs) and 76 percent reported that they did contract with other LMEs while 24 percent said they did not. Results were similar when compared to the previous year.

**Figure 39: Do you contract with other LMEs**  
(percentage distribution)



### *Agency*

Eighty-seven percent of survey respondents who selected agency as their entity type mentioned that they contracted with other LMEs, while 13 percent did not.

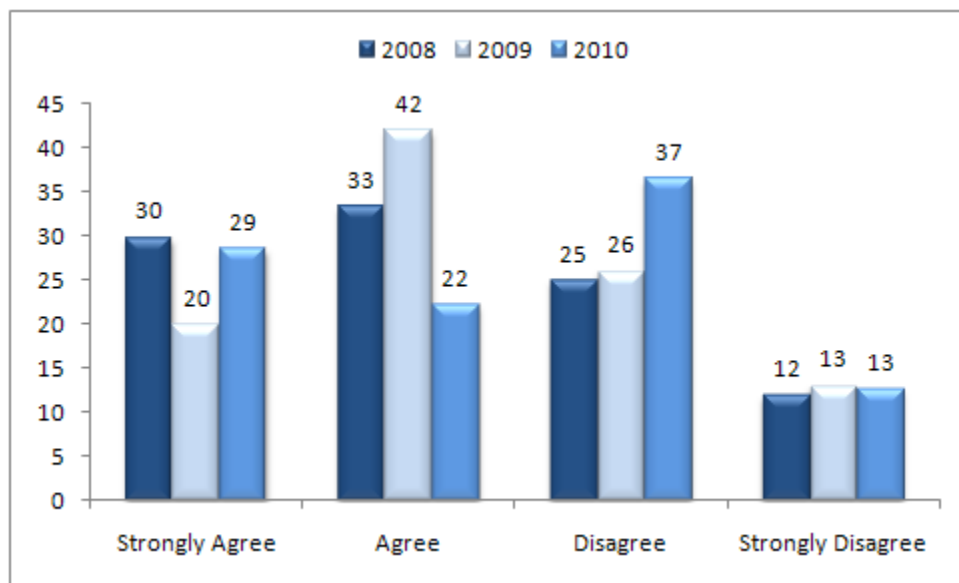
### *LIP or LIP Groups*

Fifty-nine percent of those persons who selected LIP or LIP Groups as their entity type mentioned that they contracted with LMEs, while 41 percent did not.

## Compared with other LMEs, I am more satisfied with PBH

Survey respondents who had contracted with other LMEs were asked to indicate their level of agreement with the fifth general statement, “Compared with other LMEs, I am more satisfied with PBH.” Just over one-half (51%) of surveyed network service providers indicated that they either agree or strongly agree with this statement. Specifically, 29 percent strongly agreed and 22 percent agreed. The level of agreement decreased 11 percent when compared to last year’s results. It should be noted that this particular statement had the lowest level of agreement from all respondents to this survey for the three years of the study, indicating that an opportunity for improvement exists for PBH when compared with other LMEs. Those who disagreed or strongly disagreed with this statement consisted of 37 percent and 13 percent, respectively, of all survey participants responding to this question.

**Figure 40: Compared with other LMEs, I am more satisfied with PBH**  
(percentage distribution)



### Agency

Fifty-two percent of respondents who selected agency as their entity type agreed (19%) or strongly agreed (33%) that in comparison to other LMEs, they were more satisfied with PBH. Forty-eight percent either disagreed (41%) or strongly disagreed (7%) with this statement.

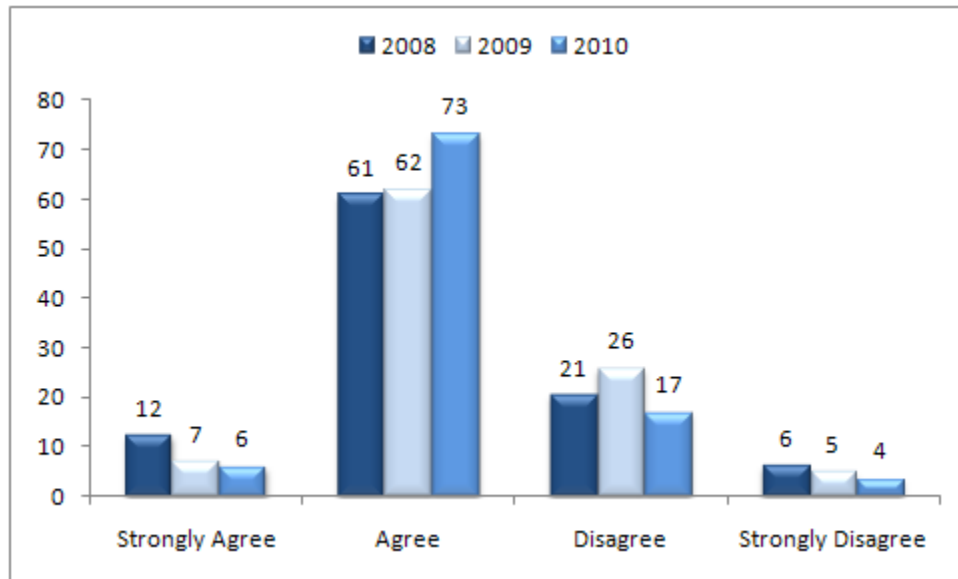
### LIP or LIP Groups

Thirty-nine percent of respondents who selected LIP or LIP Groups as their entity type agreed (22%) or strongly agreed (17%) that in comparison to other LMEs, they were more satisfied with PBH. Sixty-one percent of respondents disagreed (33%) or strongly disagreed (28%) with this statement.

## PBH's Website is helpful and easy to navigate

Results from the sixth general statement, "PBH's Website is helpful and easy to navigate," found that 79 percent of participating network providers expressed some degree of agreement with the statement. Specifically, 6 percent strongly agreed and 73 percent agreed with this statement. Compared to last year's results there was a 10 percent increase in the level of agreement. Seventeen percent disagreed with another 4 percent strongly disagreeing that PBH's website is helpful and easy to navigate.

**Figure 41: PBH's Website is helpful and easy to navigate**  
(percentage distribution)



### Agency

Among the respondents who selected agency as their entity type, 86 percent either agreed (78%) or strongly agreed (8%) that PBH's website was helpful and easy to navigate. The remaining 14 percent disagreed and no respondents strongly disagreed with this statement.

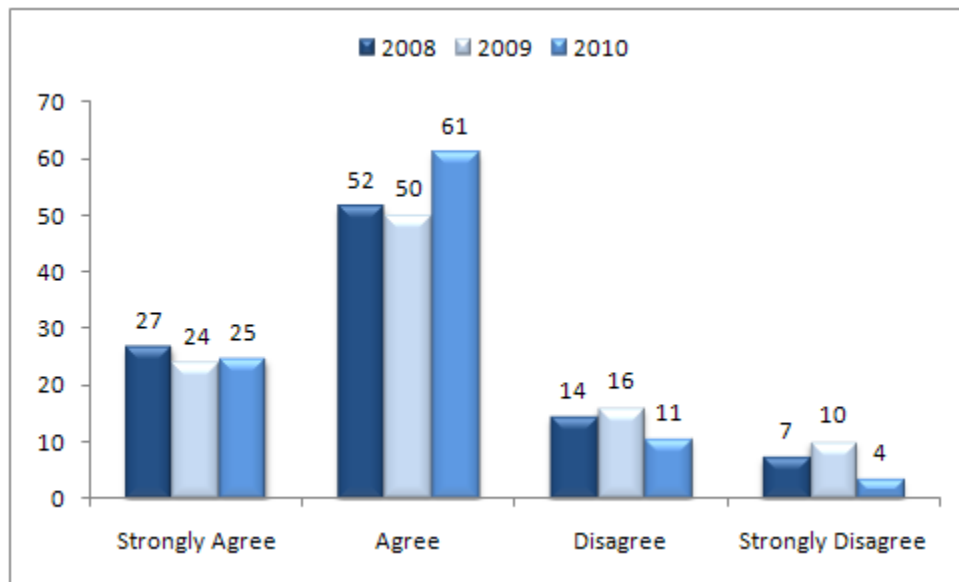
### LIP or LIP Groups

Sixty-nine percent of respondents who selected LIP or LIP Groups agreed (66%) or strongly agreed (3%) that PBH's website was helpful and easy to navigate. Twenty-one percent disagreed and 10 percent strongly disagreed with this statement.

## In comparison with other payment sources, my experience with PBH has been positive

The next general statement was: “In comparison with other payment sources, my experience with PBH has been positive.” This year 86 percent of surveyed network providers felt that their experience with PBH has been positive when compared with other payment sources as opposed to 74 percent in 2009. Specifically, one-quarter of survey participants (25%) strongly agreed and 61 percent agreed with the statement. Those who reported that their experience with PBH when compared with other payment sources had not been positive comprised 15 percent of the survey participants, with 11 percent disagreeing and an additional 4 percent strongly disagreeing.

**Figure 42: In comparison with other payment sources, my experience with PBH has been positive**  
(percentage distribution)



### Agency

Eighty-six percent of survey participants who chose agency as their entity type agreed (60%) or strongly agreed (26%) that in comparison with other payment sources, their experience has been positive. Twelve percent of respondents disagreed and 2 percent strongly disagreed with this statement.

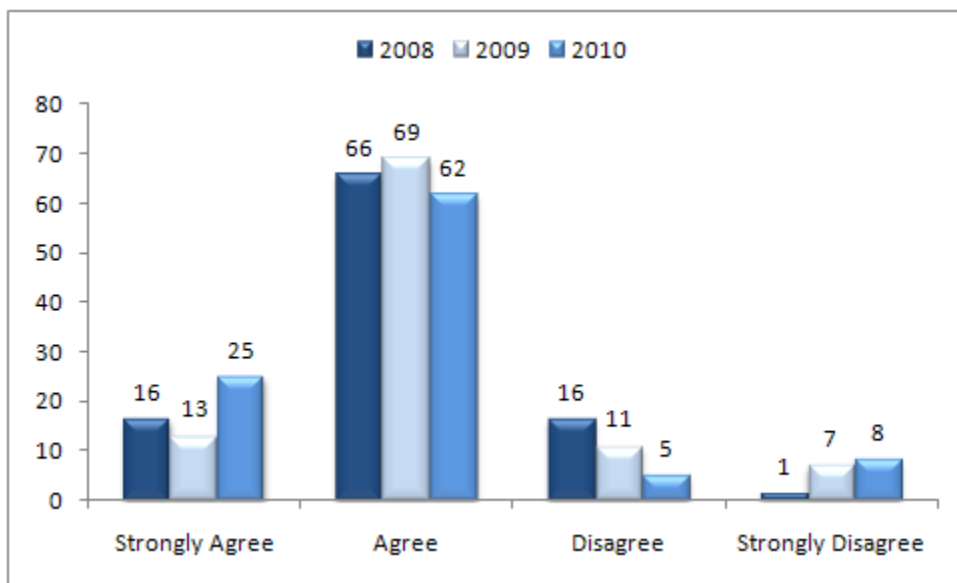
### LIP or LIP Groups

Eighty-three percent of survey participants who selected LIP or LIP Groups as their entity type agreed (63%) or strongly agreed (20%) that in comparison with other payment sources, their experience has been positive. Ten percent of survey participants disagreed and 7 percent strongly disagreed with this statement.

## My/Our interests as a PBH Network Provider are being adequately represented in the Network Council

The eighth general statement was: “My/Our interests as a PBH Network Provider are being adequately represented in the Network Council.” When asked if their interests as a PBH Network Provider are being adequately represented in the Network Council, 87 percent of respondents agreed with this statement. This year 25 percent strongly agreed and 62 percent agreed with the strength of agreement increasing from 2009. Five percent of survey respondents reported that they disagreed while an additional 8 percent strongly disagreed that their interests as a PBH Network Provider were being sufficiently represented in the Network Council.

**Figure 43: My/Our interests as a PBH Network Provider are being adequately represented in the Network Council**  
(percentage distribution)



### Agency

Ninety-one percent of respondents who selected agency as their entity type agreed (61%) or strongly agreed (30%) that their interests as a PBH Provider were being adequately represented in the Network Council. Nine percent either disagreed (2%) or strongly disagreed (7%) with this statement.

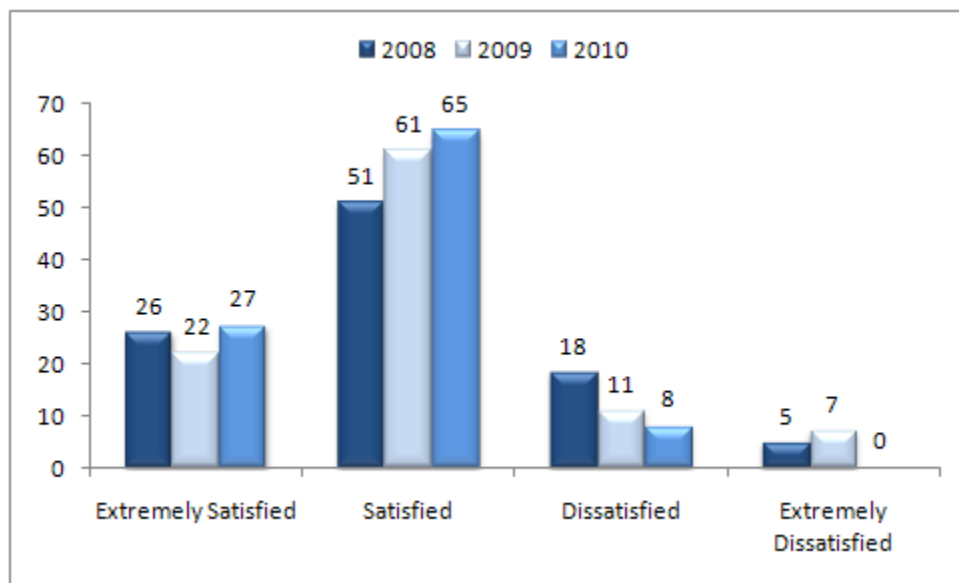
### LIP or LIP Groups

Over three-quarters (78%) of respondents who chose LIP or LIP Groups agreed (64%) or strongly agreed (14%) that PBH Network Providers were being adequately represented in the Network Council, while 21 percent either disagreed (7%) or strongly disagreed (14%) with this statement.

## Overall Satisfaction

In addition to the eight general statements, survey respondents were also asked to rate their overall satisfaction in regard to their interactions with PBH on a 4-point scale with 1 representing being extremely dissatisfied and 4 representing being extremely satisfied. 1 (Extremely dissatisfied), 2 (Dissatisfied), 3 (Satisfied), and 4 (Extremely satisfied). Results this year reveal that 92 percent of respondents reported either being extremely satisfied or satisfied with their interaction with PBH. This is in comparison to last year when 83 percent of participating network providers expressed satisfaction. This year, 27 percent were extremely satisfied and another 65 percent were satisfied. Last year 18 percent of all survey respondents reported some level of dissatisfaction and this year that percent decreased to 8 percent being dissatisfied and no respondents being extremely dissatisfied.

**Figure 44: Please rate your overall satisfaction in regard to your interactions with PBH**  
(percentage distribution)



### Agency

Among the survey respondents who selected agency as their entity type, 95 percent were satisfied (56%) or extremely satisfied (39%) in regards to their overall interactions with PBH. The remaining 6 percent were dissatisfied and no respondents were extremely dissatisfied with regard to this statement.

### LIP or LIP Groups

Eighty-seven percent of respondents who selected LIP or LIP Groups were satisfied (77%) or extremely satisfied (10%) in regards to their interactions with PBH. The remaining 13 percent were dissatisfied and no respondents were extremely dissatisfied with regard to this statement.

## Conclusion

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The purpose of this survey was to assist PBH in measuring the overall satisfaction of its network providers. In particular, PBH was interested in gauging the attitudes of network providers pertaining to their interactions with the following functions or departments of PBH: Access, Community Relations, Finance/Claims Processing, IS Department, Network Management and Provider Relations, Quality Management, Utilization Management, and the Network Council.

In general, overall results from this year's PBH Provider Satisfaction survey reflect satisfaction in a number of areas. While some network providers expressed dissatisfaction, results from the survey suggest that the majority of network providers who responded to the survey were satisfied with their overall relationship with PBH. Specifically, the final question pertaining to their overall satisfaction with their interactions with PBH revealed that, by and large, network providers were either satisfied or extremely satisfied (92%). This is a 9 percentage point increase from the previous year.

Responses to the questionnaire predominately favored strongly agree/agree for each of the statements demonstrated by the fact that three-quarters or more of surveyed network providers expressed agreement with all but two of the statements. Ten statements elicited a 90 percent or greater agreement level by survey participants. An improvement when compared to last year when only two statements elicited a 90 percent or greater agreement level.

Furthermore, four statements relevant to various types of training were asked of respondents. Responses to these statements ranged 86 percent to 95 percent of respondents indicating that these trainings met the needs of the provider. As was the case last year, the training receiving the highest percentage of agreement by network providers stated that PBH's Cultural Competency initiative had provided valuable training to help them and the services they provided become more culturally competent.

Although the majority of respondents were satisfied with their interactions with PBH, there are some opportunities for improvement that PBH may consider in the future. For instance, as was the case last year PBH may want to further explore which areas that network providers feel they can improve relative to other LMEs. This is particularly important given that over one-half (50%) stated that they were not as satisfied with PBH when compared to other LMEs, an increase from 39 percent last year. Other areas with the lowest levels of satisfaction include the appeals process for denial, reduction, or suspension of service authorizations, the Access Department referring consumers whose clinical needs match the service(s) of providers, the Access Department staff responding quickly to provider needs, PBH's Remittance Advice providing the necessary information in a useful, easily understood format, and PBH's website's accessibility and ease of use.



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